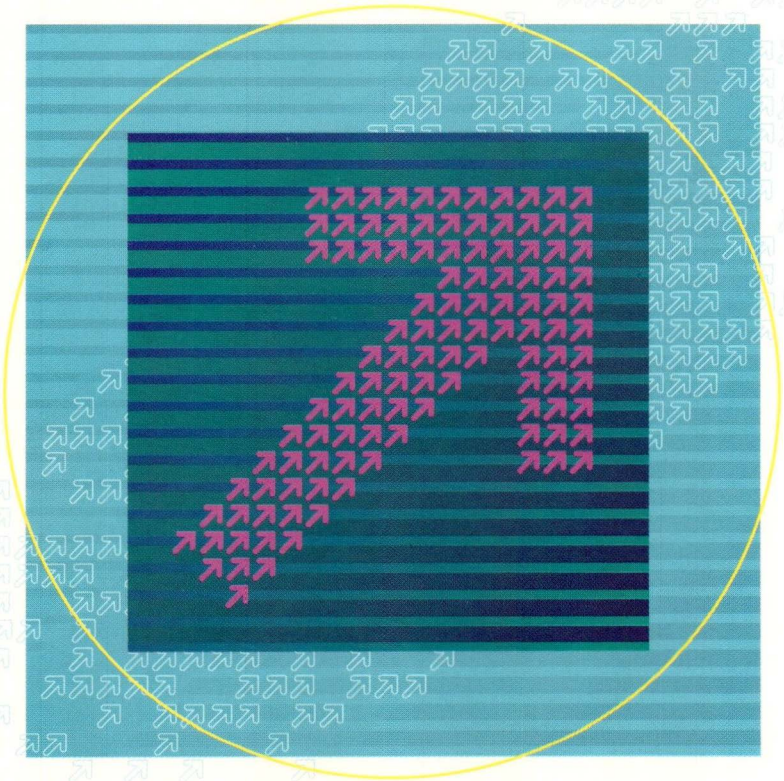
Meridian 1

Meridian MAX

Supervisor's Reference Guide

Release 6 Standard 1.0



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About this document

Terminology

The term "Meridian 1" is used throughout this document, and refers to Meridian 1 and Meridian 1-ready systems (such as Meridian 1 SL-1 style cabinets that have been upgraded).

Conventions

The following conventions are used throughout the Meridian MAX document set.

CALLS ANSWD

Words in this type represent information you see on your screen or on printed reports.

{ENTER}

Capitalized words or characters within brackets represent a specific key on your keyboard. When two or more such keys appear side by side, you must press all of the keys simultaneously to achieve the desired effect.

For example: Press **{ENTER}** or **{CONTROL}{R}** to begin the procedure.

Note: {RETURN} and {ENTER} are interchangeable.

[Commands]

Words within square brackets represent the generic name attached to a specific function key.

For example: [Commands]

For more information on the function key capabilities, please refer to the "User interface" chapter, "Function keys" section.

Activity Code Report

Bold text represents specific text you must type on your keyboard. You must always press **{RETURN}** after an entry has been typed. This confirms the text and indicates to the system that you are ready to continue.

For example: Enter **10**, followed by **{RETURN}**.

"Graphic Format Definition"

Italicized text within quotation marks represents a specific choice you must make from a menu.

For example: Choose *"Graphic Format Definition"* from the Report Definition submenu.

Graph Title

Italicized text represents the name of a specific field on a screen or report.

For example: Move the cursor to the *Display Name* field.

"Configuration Control"

Text in quotation marks represents references to other areas of a document.

For example: Refer to the "Profile Maintenance" chapter.

NAC Operations

Italicized text represents references to other documents.

For example: Refer to the *Meridian MAX Overview.*

Sample screens

All screen depictions related to the Meridian Terminal Emulator (MTE) are based on a PC running the MTE software. All other screen depictions are based on the DEC VT420 or compatible workstation. If you are using a different type of workstation, differences may occur between the function key menus on your screens and the function key menus depicted in this document. Different keyboards have different function key menus. Please refer to the "User interface" chapter for more information.

Reference to other Meridian MAX documents

Additional information about Meridian MAX is contained in the following Northern Telecom documents:

- P0802089 *Meridian MAX 6 Supervisor's User Guide*
- 553-4001-111 *Meridian MAX 6 Installation Guide (P0802079)*
- 553-4001-811 *Meridian MAX 6 Maintenance and Diagnostics Guide (P0802081)*
- 553-4001-911 *Meridian MAX 6 Overview (P0802083)*
- 553-4001-210 *Meridian MAX 6 Installation Upgrade Guide for Meridian MAX 3, 4, 4.6, and 5 Systems (P0802085)*
- 553-4001-212 *Meridian MAX 6 Platform Upgrade Guide for ACD-MAX 3, 4, and ACD-D Systems (P0802087)*
- P0743664 *Meridian MAX 5 Supervisor's User Guide*
- P0743656 *Meridian MAX 5 Supervisor's Reference Guide*
- 553-4001-111 *Meridian MAX 5 Installation Guide (P0743645)*
- 553-4001-811 *Meridian MAX 5 Maintenance and Diagnostics Guide (P0743647)*
- 553-4001-911 *Meridian MAX 5 Overview (P0743643)*
- 553-4001-210 *Meridian MAX 5 Installation Upgrade Guide for Meridian MAX 3, 4, and 4.6 Systems (P0743683)*
- 553-4001-212 *Meridian MAX 5 Platform Upgrade Guide for ACD-MAX 3, 4, and ACD-D Systems (P0743687)*
- P0741145 *Meridian MAX - IPE 4.6 Supervisor's User Guide*
- 553-4001-024 *Meridian MAX - IPE 4.6 Master Index*
- 553-4001-121 *Meridian MAX - IPE 4.6 Installation*

- 553-4001-821 *Meridian MAX - IPE 4.6 Maintenance and Diagnostics*
- 553-4001-921 *Meridian MAX - IPE 4.6 Overview*
- 553-4001-004 *Meridian MAX 4 Master Index*
- 553-4001-111 *Meridian MAX 4 Installation*
- 553-4001-811 *Meridian MAX 4 Maintenance and Diagnostics*
- 553-4001-911 *Meridian MAX 4 Overview*

For more information on the hardware and software that operate in conjunction with Meridian MAX - IPE, refer to the following Northern Telecom documents:

- P0735303 *Option 11—X11 Software Guide, Including Supplementary Features*
- 553-3011-200 *Option 11 General Installation and Planning Guide — Read Me First*
- 553-3011-210 *Option 11 Installation Guide*
- 553-3011-300 *Option 11 Administration Guide*
- 553-3001-200 *System Option 21, 51, 61, 71— System Installation Procedures*
- 553-3001-500 *System Option 21, 51, 61, 71 General Maintenance*
- 553-3001-305 *X11 Features and Services **
- 553-3001-400 *X11 Input/Output Guide*
- 553-2311-105A2 *Appendix to Features and Services for Generic X11 Supplementary Features **
- 553-2311-311 *X11 Data Administration Input/ Output Guide Including Supplementary Features **
- 553-2301-511 *X11 Maintenance Input/Output Guide Including Supplementary Features **

* This document also used for Generic X11 International software.

Reference to NAC documents

Additional information about NAC is contained in the following Northern Telecom documents:

- P0724352 *NAC 2 Supervisor's User Guide*
- 553-4011-110 *NAC 2 Installation Guide (P0724340)*
- 553-4011-510 *NAC 2 System Administration and Maintenance Guide (P0724342)*
- 553-4011-100 *NAC 1 Installation*
- 553-4011-500 *NAC 1 Operations*
- 553-4011-800 *NAC 1 System Messages*
- P0743022 *NAC 1 Supervisor's User Guide*

Reference to other ACD documents

Other Northern Telecom ACD documents associated with Meridian MAX are listed below:

- 553-2671-100 *ACD Basic Features Description (Package A)*
- 553-2671-101 *ACD Advanced Features Description (Package B)*
- 553-2671-102 *Management Reports Description (Package C1)*
- 553-2671-103 *ACD Load Management Description (Package C2)*
- 553-2671-104 *ACD-D General Description (Section 3 only)*

Northern Telecom documents referring to Customer Controlled Routing (CCR):

- 553-3201-110 *Application Module Overview Guide*
- 553-3201-210 *Application Module Installation and Upgrade Guide*
- P0729367 *Customer Controlled Routing (CCR) User Guide*

Meridian MAX system

Automatic Call Distribution (ACD) systems are used by organizations that receive a large volume of telephone calls for services rather than individuals. ACD allows a small number of agents to accept a large number of calls. ACD controls the call flow to ensure efficient handling by agents as quickly as possible. ACD software runs on a Meridian 1 switch.

Statistics related to ACD agent, queue and trunk activity are gathered by the Meridian 1 and sent continuously to an auxiliary processor across a High-Speed Link. These messages are sent from the Meridian 1 and received by Meridian MAX.

Meridian MAX is a Call Center application that provides a Management Information System (MIS) for Meridian 1 ACD. As an ACD-MIS product, Meridian MAX collects and records information on the calls that enter the Meridian 1. Meridian MAX provides both real-time statistics displays, historical reporting on the call center operation, and ACD configuration management. This information is available to Meridian MAX supervisors who monitor and improve system operations when required.

The Meridian MAX system also provides a method for entering commands that control how calls are handled by the ACD system. Although the ACD software has its own set of commands, most users find it easier to use the menu-driven Meridian MAX command set.

Network ACD (NACD) enables several Meridian 1 systems to be connected together as a network. Calls can then be tracked as they are transferred from one Meridian 1 location to another. The Network Administration Center (NAC) adds another level of network flexibility by providing centralized system control and consolidated network statistics between Meridian MAX systems.

Terminology

ACD-DN

An Automatic Call Distribution - Directory Number (ACD-DN) is a queue where incoming calls wait to be answered by the first available agent assigned to that ACD-DN. A single ACD system can have several ACD-DNs, and each ACD-DN can have several agents assigned to it.

CDN

A Control Directory Number (CDN) is a special queue configured in your Meridian 1 system to which no agents are assigned. Several CDNs can direct calls to the same ACD queue, where different treatments can be given to each of the incoming calls. The treatment given to a call (for example, recorded announcements or music) is determined by the parameters of the CDN, not the ACD-DN.

A Customer Controlled Routing (CCR) script controls call routing and treatment. Without a script, calls are placed into the default mode of the CDN. A call script is directly associated with a CDN, therefore, all calls entering a defined CDN are handled by the same call script.

Supervisors

An ACD operation can have several supervisors. In addition to the features and functions available to them through their telephone set, supervisors may have access to Meridian MAX through a supervisor workstation.

Supervisors monitor queue and agent performance by using their Meridian MAX terminals to display information about the agents they supervise and the queues to which the agents are assigned. Depending on their profiles, supervisors can also display agent and queue information for the entire system. Supervisors can print pre-defined management reports or customize their own ad hoc report formats. Supervisors can also monitor other supervisors.

System administrators

System administrators oversee the functions of the ACD system. They define management reports and their printing schedules. Based on the information these reports provide, the system administrator can reconfigure the system in order to maximize the call center's performance. They also control the supervisors' access to certain Meridian MAX functions through the Supervisor Definition feature in the Parameter Administration option.

Meridian MAX 6 hardware configurations

Meridian MAX 6 is supported on the Application Module and IPE module systems. Release 6 is not available on the Hewlett-Packard platform. Table 1-1 lists the three different Release 6 hardware platforms.

Table 1-1
Meridian MAX 6 hardware platforms

Platform	Hardware composition
SNN	**S**ingle-module system **N**ew MVME167-34 CPU card **N**ew Mass Storage Unit (MSU) 1.2 Gbyte hard disk 600 Mbyte cassette drive
SEE	**S**ingle-module system **E**xisting MVME147SA-1 CPU card **E**xisting Mass Storage Unit (MSU) 172 Mbyte or 240 Mbyte hard disk* and a 155 Mbyte cassette drive
IPE	**I**ntelligent **P**eripheral **E**quipment (IPE) module SMM167 CPU card 180 Mbyte or 240 Mbyte hard disk 155 Mbyte or 600 Mbyte cassette drive

* The 240 Mbyte hard disk is configured and recognized by the software as a 180 Mbyte hard disk.

Meridian MAX 6 system limits

Table 1-2 lists the general system limitations for Meridian MAX 6. Table 1-3 lists the Basic ACD parameter limits that correspond to the Meridian 1 ACD system limits. Table 1-4 lists the Real-time Display Definition limits. Table 1-5 lists the ACD system Configuration Control limits. Table 1-6 lists the Historical Report Definition limits. Table 1-7 lists the Schedule Definition limits. Table 1-8 lists the NAC connectivity limits. Table 1-9 lists the Parameter Administration limits.

Where there are different limits for each of the three platforms (SNN, SEE, and IPE), the row is separated. Where the limits are the same for all three platforms, the row is combined.

Positions

If the number of agent positions exceeds the maximum number of defined positions per Meridian MAX system, the extra positions, and their associated ACD-DNs, do not appear on the supervisor display screens and reports. For example, if the Meridian MAX has enabled 20 ACD positions and 30 positions have been defined in the Meridian 1 software, the 10 extra ACD positions function correctly but their data is not reflected in any of the supervisor display screens and reports. Unreported positions and queues can affect the accuracy of the Meridian MAX statistics and reports.

The report control function, available to Meridian 1 switches with X11 Release 17 or higher, can turn off the reporting function for queues where reporting is not required.

Total limits

Total limits cannot be exceeded by the sum of their components. In the limit tables 1-4 and 1-6, the components of a "Total" limit are indented beneath the total. For example, Table 1-4 lists the total real-time statistics display quadrant definitions, both public and private, as 500. If an SNN system has 240 Meridian MAX supervisors and has 250 public definitions, only 250 definitions remain for supervisors' private definitions. Therefore, most supervisors cannot define the maximum number of private definitions the system allows. Conversely, if supervisors maximize their private definitions, the number of public definitions is impacted.

Table 1-2
General Meridian MAX 6 limits

System parameter	SEE	IPE	SNN
Supported maximum calls per hour *	3000	5000	15 000
Historical Data Database — available disk space (in Mbyte)	90		350
MIS supervisor terminal ports (if no Load Management Link nor Network Link configured)	5	5	38
Total printers per Meridian MAX system (system and local)	7	12	28
System printers (connected directly to Meridian MAX)	2		8
Local printers **	5	10	20
Total simultaneous active MIS supervisor logins	5	20	60
Simultaneous active MIS supervisor logins via LAN	n/a	19***	59***
Simultaneous supervisor logins via direct connection	5	5	38
MIS supervisors	240		

* The Meridian MAX 6's maximum call capacity of 15 000 simple calls per hour can be achieved under the following conditions:

- the customer is running on the MVME167 CPU card
- each call generates a maximum of five ACD messages beginning when the call enters the queue, is answered by an agent assigned to the queue, and is then released by the agent (Customers using NACD and/or CCR do not satisfy this criteria.)
- all supervisors have their display update rate set at 30 seconds
- historical data is captured only once per interval (no ad-hoc reports are initiated during the interval)
- only one report, based on the previous interval, is generated at a time
- midnight processing is not active

** Only one local printer is allowed per supervisor workstation with Meridian Terminal Emulator.

*** One MIS supervisor connection must be direct. As a result, the number of active LAN supervisor logins is one less than the maximum for active MIS supervisor logins.

Table 1-3
Basic ACD parameter limits (corresponding to Meridian 1 ACD limits)

System parameter	SEE	IPE	SNN
ACD queues (of all types)	100		240
Agent and supervisor positions	160	200	1200
ACD supervisors	100		240
ACD agents	500		2400
Routes (of all types)	128		256
Trunks (of all types)*	1330		2000
DNIS	500	1000	5000
Activity Codes	500		1000

*A trunk is a combination of the route number and the route member number. Route member number 0 (zero) is used as a dummy route number when the Detailed Trunk Level Reporting is disabled.

Note: The Meridian 1 parameter limits should be less than or equal to the Meridian MAX Basic ACD parameter limits in Table 1-3. If incorrect limits are used, the Meridian MAX system can operate but it may ignore ACD data outside these limits.

Table 1-4
Real-time Display Definition limits

System parameter	SEE	IPE	SNN
Total real-time statistics Display Screen Definitions (public and private)	1450		
Public real-time statistics Display Screen Definitions	250		
Private real-time statistics Display Screen Definitions per supervisor	5		
Total real-time statistics Display Quadrant Definitions (public and private)	500		
Public real-time statistics Display Quadrant Definitions	250		
Private real-time statistics Display Quadrant Definitions per supervisor	5		
Total real-time statistics Display Formulae Definitions (excluding standard formulae)	250		
Number of Display Formulae (excluding system-defined)	250		

Table 1-5
Configuration Control limits

System parameter	SEE	IPE	SNN
Change orders	100		
Control lists	250		
Total list elements	25 000		
Elements per control list	200		

Table 1-6
Historical Report Definition limits

System parameter	SEE	IPE	SNN
Total Historical Report Definitions (public, private and ad hoc)	1940		
Public	250		500
Private per supervisor	5		
Ad hoc per supervisor	1		
Total Tabular Historical Report Format Definitions (public and private)	250		
Public	100		
Private per supervisor	5		
Total Graphical Historical Report Format Definitions (public and private)	250		
Public	100		
Private per supervisor	5		
Total Historical Report Formulae (excluding standard formulae)	250		
Internal Historical Data Delay Spectrum bins	60		
Historical Data Delay Spectrums definable by the user	10		
Historical Data Reporting Periods	13		
Historical Data Reporting Shifts	5		

Table 1-7
Schedule Definition limits

System parameter	SEE	IPE	SNN
Schedule Definitions	100		
Schedule times	40		
Total scheduled change orders	1000		
Scheduled change orders per Schedule Definition	100		
Total scheduled Historical Reports	1000		
Scheduled Historical Reports per Schedule Definition	100		

Table 1-8
NAC connectivity limits

System parameter	SEE	IPE	SNN
ACD-DNs with real-time statistics sent to NAC (average)	16*		
MIS supervisor messages unread	50		
MIS supervisor messages saved	20		
MIS supervisor messages held in outgoing list	5		

* NAC allows a total of 160 ACD-DNs for the entire network and NAC supports up to 10 nodes. On average, data for 16 ACD-DNs are sent to the NAC. The NAC Display Definition determines the specific ACD-DNs to be sent.

Table 1-9
Parameter Administration limits

System parameter	SEE	IPE	SNN
MIS Supervisor Definitions	240		
Time Frames Definitions	18		
Threshold Definitions	100		240
ACD-DN/CDN Definitions	100		240
Agent Definitions	500		2400
Route Definitions	128		256
DNIS Definitions	500	1000	5000
Activity Definitions	500		1000
Language Definitions	2		

Meridian MAX 6 new features

Meridian MAX 6 is built upon the feature content, operations, and capabilities of Meridian MAX 5. The new features in Meridian MAX 6 are

- List Management (as a main menu selection)
- NAC 2 Connectivity

Meridian MAX 6 enhancements

Meridian MAX 6 provides enhancements to the following Meridian MAX 5 features:

- Enhanced Day/Night Call Abandon Reporting feature to collect data on calls abandoned after a queue is closed
- Report definition expansion (up to 500 public reports can now be saved on a SNN platform)
- DNIS number expansion (the number of one to four-digit DNIS combinations which can be used) has been expanded to 5000 on a SNN platform and 1000 on an IPE platform.

Keycode options update

Alphanumeric keycodes are entered during the installation procedure to indicate which options are enabled. Since the software tape contains all the features, different codes can be used to reconfigure a system using the same tape. Options and features can also be updated through maintenance using the Keycode Options Update menu item.

For more information on keycodes, refer to *Meridian MAX 6 Maintenance and Diagnostics Guide* (NTP 553-4001-811), "Maintenance and administration programs: system running" chapter or "Maintenance and administration programs: system shut down" chapter.

Meridian MAX workstation

Your supervisor workstation may be either a:

- PC with a color or monochrome screen and a typewriter-style keyboard, or
- Video Display Terminal (VDT) equipped with a monochrome screen and a typewriter-style keyboard

For a complete list of the supported workstations, refer to the "Workstation configuration" chapter, "Supported workstations" section.

After logging on to the system, the first menu that appears is the supervisor's main menu. It lists the functions enabled for that supervisor. Each function has its own menus with options and commands.

These menus, options, prompts, and messages that appear on each screen, guide the user through Meridian MAX. Help screens are available by pressing the [Help] key labelled in the function key menu at the bottom of the screen.

Supervisor Display Access (SDA)

The Supervisor Display Access (SDA) feature allows for an extra supervisor display via the System Console or the Remote Diagnostics Modem port. This feature is only available on the Meridian MAX - IPE platform because of its limited number of ports.

The SDA functions identically to all other regular supervisor display sessions. Only one SDA session is allowed at any one time. Therefore, if an SDA session is started from the System Console Port, a second SDA session cannot be started from the Remote Diagnostics Modem Port at the same time.

To invoke the SDA feature, log into a special password protected account (called **maxusr**) from the System Console Port. The default password to access this account is **maxsup1**. This password should be changed via the Maintenance and Administration menu after each new installation, installation upgrade, and platform upgrade. Inform your Northern Telecom support organization of your SDA password change.

Once the Supervisor Login screen is displayed, you can then proceed as if using a regular supervisor workstation.

Northern Telecom support organizations use the Remote Diagnostics Modem Port to access an SDA session.

> ***Note:*** System Console and Maintenance Console are interchangeable terms. Remote Diagnostics Modem is also referred to as Diagnostics Modem.

Meridian Terminal Emulator

The Meridian Terminal Emulator (MTE) software enhances any PC used as a supervisor display terminal for a Meridian MAX system. This program provides the following benefits over the current PC emulation package (Reflection 4+):

- Color Customization support to redefine any colors used to display information.
- LAN connectivity for supervisor PCs.
- Improved color and special graphics characters in text mode displays.
- Clearer graphic report previews.
- Solid fill-in pie and stacked line charts, instead of cross-hatching.
- Faster screen drawing in text and graphic modes.

- Printing capability to a printer attached to the PC. This printer is called a local printer. This capability includes a data compression scheme for minimizing the data required to be transmitted to print a report on the PC printer.

MTE requires much less memory and disk space on the PC than Reflection 4+.

International Language Support

The International Language Support feature allows information to be input in the second system language. The workstations and printers used must support the International Standards Organization (ISO) 8859-1 character set. VT220 terminals are supported although they do not fully support the ISO 8859-1. For VT220 terminals, Meridian MAX uses the DEC Multinational character set which is a subset of the ISO 8859-1.

If you desire full international support, you must use either the DEC VT420 terminal, or a PC running either Reflection 4+ or Meridian Terminal Emulator software.

Configuration Control

Configuration Control enables you to improve the performance of the ACD system by changing the assignment of agents or by adjusting the system's operating parameters. Configuration Control is optional and access is based on the supervisor profile.

Configuration Control can be performed by selecting "*Configuration Control*" from the Supervisor Main Menu. This function can also be accessed by pressing the [Configuration Control] function key while in one of the real-time display modes, or by scheduling change orders through Schedule Definition. The system administrator enables or disables this feature in supervisor profiles.

Note: The Configuration Control feature uses a Load Management Link that is also referred to as Configuration Control Link.

Management reports

Meridian MAX collects statistics on the performance of call center facilities and personnel. Using the comprehensive reporting features in Meridian MAX, specific information can be displayed or printed in the format that best suits your needs.

Meridian MAX comes with a series of pre-defined standard management reports which handle the bulk of reporting needs. The Report Customization feature allows you to alter the format and content of the pre-defined reports, or create a new report to fulfill a specific reporting need.

Where a simple picture might better illustrate a trend in system performance or the breakdown of work, the graphic reporting capability allows the display of information in one of several different graph formats.

Management reports are used to monitor the changes in call center operations and to identify potential problem areas. The reports show how efficient and effective the MAX system is, and provide the required information to improve system performance.

Meridian MAX and leading zeros

The Meridian 1 allows certain fields to be defined with leading zeros. However, Meridian MAX does not support these leading zeros. For accurate reporting, the following fields should not be defined with leading zeros:

- ACD-DNs
- Activity codes
- Agent IDs
- CDNs
- DNIS numbers
- Position IDs
- Routes
- Trunks

For example, an ACD-DN of 0001 is displayed by the Meridian MAX in screen displays and reports as 1.

Meridian MAX and X11 report control

The Report Control feature controls whether queues are reported on by the Meridian MAX. Ensure that the Report Control setting is the same between CDNs and their target ACD-DNs, and between ACD-DNs and their overflow and interflow target ACD-DNs. If the Report Control settings do not match, report data may be inconsistent. For example, if a CDN has Report Control set to "ON" but one of its target ACD-DNs has it set to "OFF", the call appears in the CDN information on the report, but does not appear when the call transfers to its target ACD-DN.

Network ACD (NACD)

Multiple Meridian 1 switches can be networked. Each Meridian 1, which is connected, is called a node. This connection allows calls to overflow and interflow to other seven-digit queues either within the same Meridian 1 or to another Meridian 1. If agents in a node are unable to answer an ACD call within a pre-determined timeframe, messages are automatically sent to the other nodes. Calls can be answered by the first available agent in the network.

Network Administration Center (NAC)

Although supervisors in each node have status screens and report information that indicate how network calls are affecting their node, the Meridian MAX nodes cannot directly communicate with each other. In order to automatically consolidate screen and report information from Meridian MAX nodes, a Network Administration Center (NAC) is required.

The NAC allows multiple Meridian MAX nodes to be monitored and supervised from one central location. A NAC can have a maximum of 10 Meridian MAX and ACD-MAX nodes.

NAC enables all Meridian MAX or ACD-MAX nodes connected to the NAC processor to report their call data on a regular basis. Real-time data is sent from the MAX nodes at a time interval defined at the NAC.

Historical data is sent from the MAX nodes when the NAC requests it for a report. The historical data is not stored at the NAC site.

NAC provides a variety of consolidated reports and status screens from the information accumulated from each node. The NAC's Network Configuration Control feature allows NAC supervisors to control the call flow for any or all nodes as needed. The Remote Supervisor Login feature allows network supervisors to operate as nodal supervisors. The Supervisor Messaging feature allows supervisors throughout the network to send messages to other supervisors on the network.

For Meridian MAX 6, the NAC Connectivity feature is extended to support the new features of NAC 2 while maintaining backwards compatibility with NAC 1. The new features include:

- Recorded Announcement (RAN) route-related items
- Enhanced ACD Routing/Customer Controlled Routing (EAR/CCR)
- International Language Support
- Supervisor Control of Queue Size
- Hold in Queue for IVR
- ISO 8859-1 8-bit character set.

Note: NAC connectivity is only available on SNN and IPE systems, and in certain countries. Contact your Northern Telecom representative for details.

Network data flow

Figure 1-1 shows how information is distributed through a Meridian MAX network with NAC 2. Local telephone calls arrive at each node where they may be answered or overflowed to other queues, possibly in other nodes. Each node also sends call data to the NAC on a regular basis. The NAC's supervisors use this information to monitor and reconfigure the network. For more information on NAC connectivity, refer to the "Remote activities" chapter.

Figure 1-2 also shows how information is distributed through the Meridian MAX network. Nodal supervisors can issue Configuration Control commands to reconfigure the call flow for their specific node.

Figure 1-1
Network data flow with NAC 2

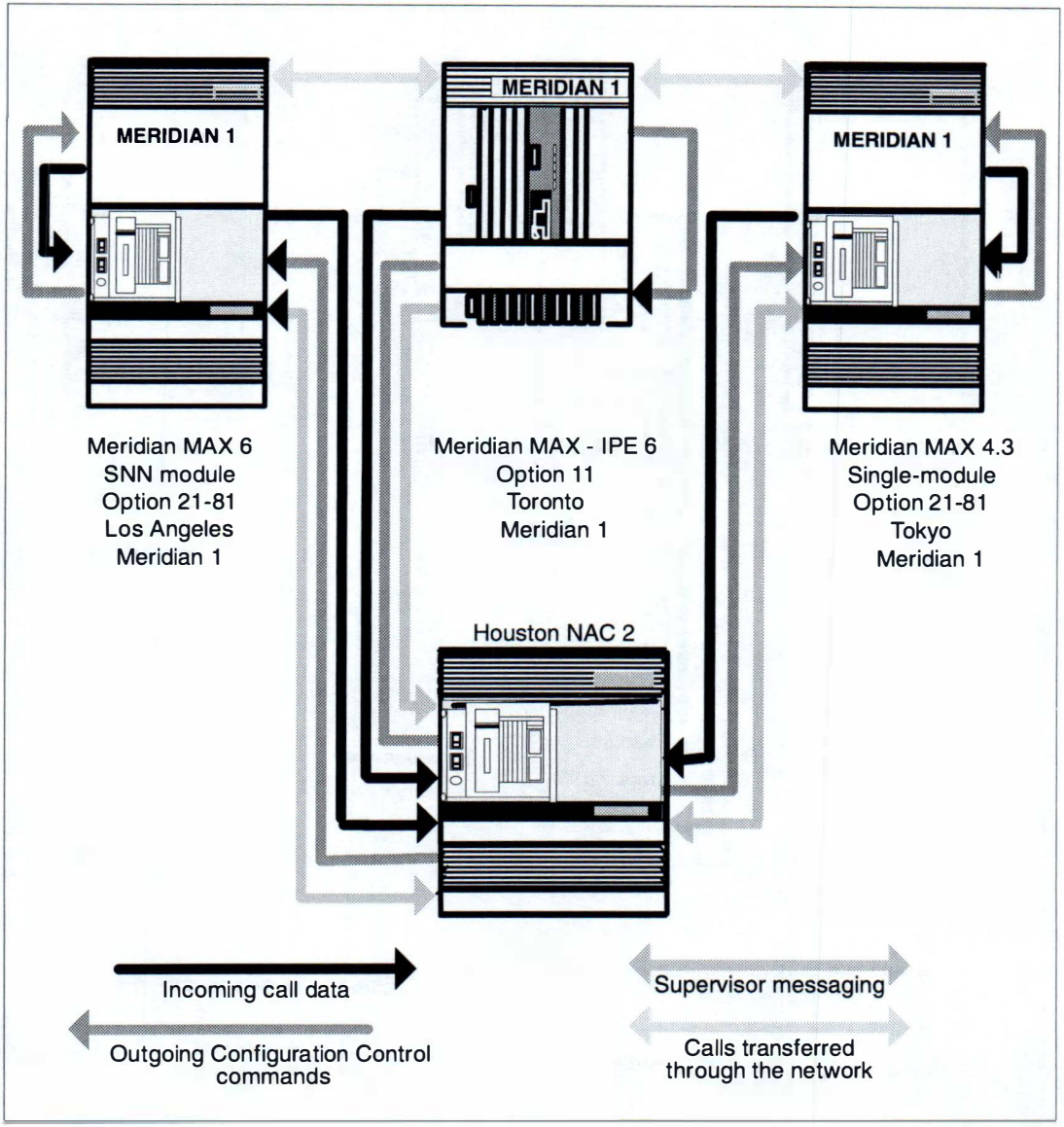
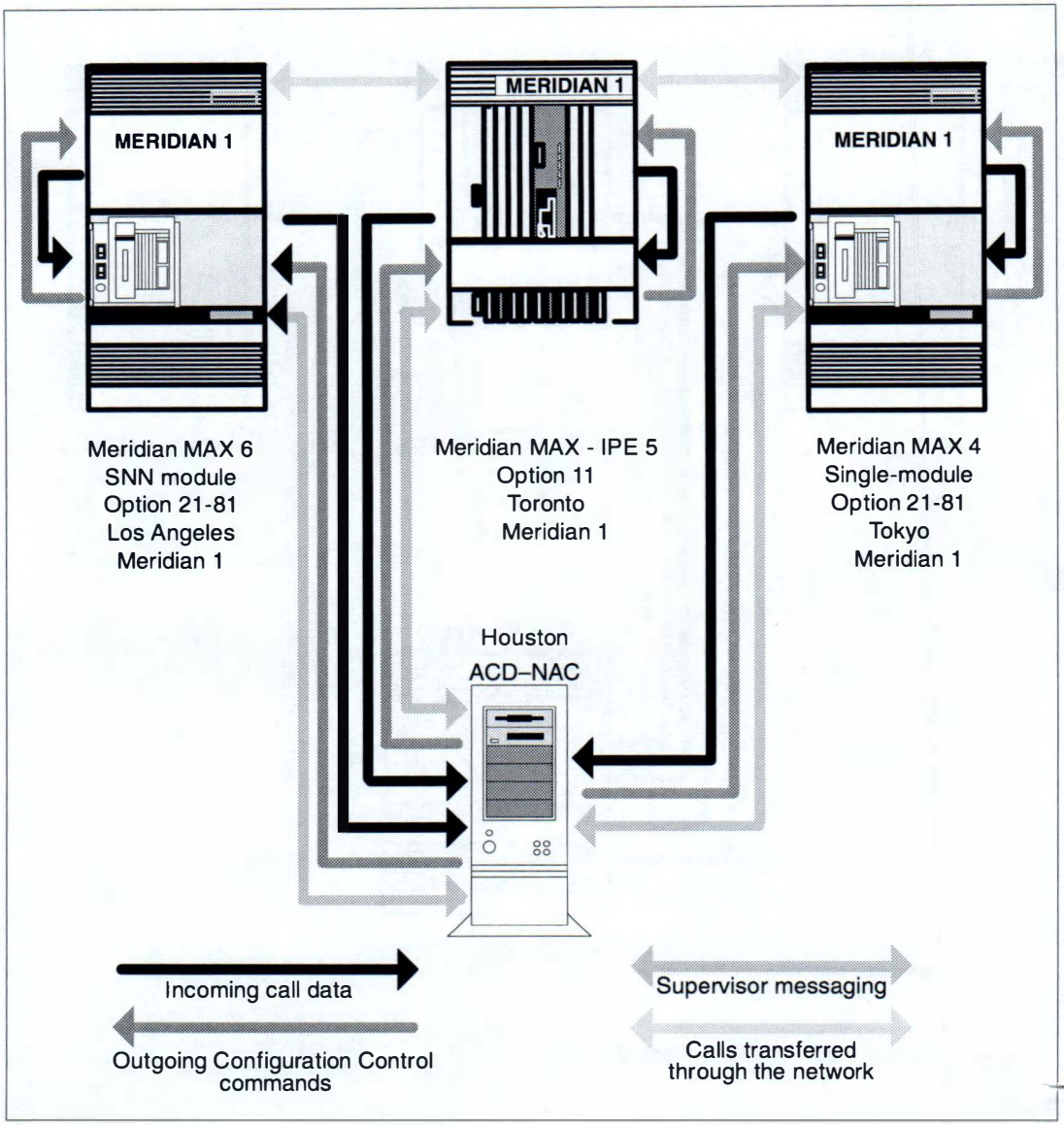


Figure 1-2
Network data flow with NAC 1



CCR operations

Customer Controlled Routing (CCR) is a flexible call routing application that allows you to define how ACD calls are handled on an individual call basis and routed through a Meridian 1 system. CCR is a separate option supported by Meridian MAX 6 that requires a separate CCR hardware module and CCR software.

Note: The CCR application may not be available in some countries. Contact your Northern Telecom representative for details.

CCR scripts allow the user to customize call routing and treatment. Scripts are associated with a CDN. The treatment given to a waiting call is determined by instructions contained in the script. A set of call processing commands are combined to create various call routing instructions and treatments to meet your specific call center needs.

The CCR/EAR options add the following CDN statistics to Meridian MAX:

- real-time displays on CDN activity
- historical reports on CDN activity and performance
- additional configuration control and parameter administration functions

Note: For more information on CCR/EAR, refer to the CCR User Guide and NTPs.

Typical applications

CCR call handling features provide specific call routing and treatment for individual calls. Call scripts can be as simple or as sophisticated as the application requires and are not limited to a specific number of steps. Some examples are provided on the next page.

Credit card company example

A credit card company has one customer service ACD group for its 800 numbers for their three types of credit cardholders. It wants to provide a different level of customer service for each type of cardholder—platinum, gold, and regular.

The company could create a script defining three different call treatments, distinguished by the Dialed Number Identification (DNIS) dialed by each cardholder type.

Utility company example

A utility company has one primary customer service answering group. If a power outage occurs, the company wants to screen its calls as follows:

- calls from hospitals (based on CLID—Calling Line Identification) are given top priority and hear a unique recorded announcement while waiting for an agent
- calls from the affected area (based on the area code and/or extension) are assigned a lower priority and routed to a recorded announcement asking them to hang up if they are calling to report an outage in their area or to stay on the line if they require further assistance. Calls requiring assistance are handled at a lower priority.

Meridian MAX features

Agent Status Display

The Agent Status Display shows the real-time status information for agent positions in the system. The status field is split into two components which indicate the status for both the ACD (In Calls) and the DN keys. Each status has a separate threshold. The Agent Status Display feature has two views—Supervisor and Global.

The Global View shows information for all agent positions in the system. For more information on Agent Status Display-—Global View, refer to "Agent status displays" chapter.

The Supervisor View shows the real-time status of all agents, grouped by ACD-DN, assigned to you. The position ID or name of the supervisor currently being displayed appears in the title status bar at the top of the display. For more information on Agent Status Display—Supervisor View, refer to "Agent status displays" chapter.

Capacity Configuration

Capacity Configuration is used to define specific data storage configurations that meet your Meridian MAX reporting requirements. These configurations are defined prior to an installation or upgrade and implemented during these procedures.

This feature allows customer-defined limits that are not only applied to the amount of Historical Data storage, but also to the amount of ACD data that is being presented on the Real-time Statistics Displays.

For more information, refer to the *Meridian MAX 6 Installation Guide* (NTP 553-4001-111), "Meridian MAX system configuration" chapter.

Color Customization

The Color Customization feature allows you to customize the colors of all screen elements. You only have access to this feature if Color Customization is enabled in your profile. When this feature is enabled, a function key provides access to the Color Definition screen. Color Customization is only available on PCs running Meridian Terminal Emulator software.

For more information, refer the "Color Customization" chapter.

Configuration Control

Configuration Control allows you to make changes to the following options:

- position assignments & parameters
- overflow threshold values
- overflow & interflow targets
- recorded announcements
- night service parameters
- trunk assignments
- CDN parameters (if CCR option enabled)
- change orders
- Change Day Routing Tables (if NACD option enabled)
- Change Night Routing Tables (if NACD option enabled)
- lists.

Configuration Control also allows you to update the Meridian MAX with the Meridian 1 switch data, and to view the transaction log and miscellaneous parameters. For more information, refer to the "Configuration Control" chapter.

Data Stream Reporting

Data Stream Reporting provides a report output stream, allowing application providers a means to electronically capture Meridian MAX report data for use in other applications. The capturing of the data by the third party application is not included in this feature. Only Tabular and Event Log reports can be generated to the Data Stream output device. For more information, refer to the "Data Stream Reporting" chapter. A printer port is required for Data Stream Reporting.

Dial-up Supervisor

The Dial-up Supervisor feature connects the Meridian MAX with a supervisor workstation via modems. This feature allows you to set up supervisor workstations away from the Meridian MAX site. For example, you can set up a remote supervisor workstation in a building other than the building where the Meridian MAX system is housed. For more information, refer to the "Remote activities" chapter.

Display Definition

Display Definition allows you to define the content and formats that are displayed within the queue statistics displays. For more information, refer to the "Display Definition" chapter.

DNIS Definition

The DNIS (Dialed Number Identification Service) Definition feature allows a name and service level threshold to be assigned to each DNIS number. This number is displayed on the agent's screen and helps determine how the incoming call is handled. For example, the number 5555 may indicate a sales call, while 9999 may be a customer inquiry. The maximum number of DNIS definitions is 5000 on a SNN system. The maximum for SEE is 500, and 1000 for IPE systems. For more information, refer to the "Parameter Administration" chapter, "DNIS Definition" section.

Enhanced Day/Night Call Abandon Reporting

Enhanced Day/Night Call Abandon Reporting provides data on the calls abandoned after a queue is closed. These calls are either forwarded to a Night Call Forward Number (in the Configuration Control – Night Service screen) or night routed to a target queue (in the Configuration Control – Night Routing Table). To access this feature, your switch must be equipped with X11 Release 19 or higher.

> ***Note:*** Enabling this feature causes all calls abandoned before and after business hours to appear in the reports. In the daily, weekly, and monthly reports, no distinction is made between the calls received after business hours and those received during regular hours. For more information on this feature, refer to the "Display statistics groups" and "Report statistics groups" chapters. Additional information is also available in the *Meridian MAX 6 Maintenance and Diagnostics Guide* (NTP 553-4001-811), "Maintenance and administration programs: system shutdown" chapter, "View/Modify Meridian MAX Options" section.

Formula Definition

Formula Definition (also referred to as Custom Calculator) allows you to define new formulae for custom reports or custom displays. Report formulae can be used in Graphic and Tabular Report Formats, which are used in the Report Parameter Definitions, in the same way that standard fields are used. Display formulae can be used in Graphic and Tabular Queue Statistics Displays. For more information, refer to the "Custom Calculator" chapter.

Graphic Format Definition

Graphic Format Definition is used to design new graphic report formats or modify existing formats. For more information, refer to the "Report Definition" chapter.

High-Speed Link status indicator

If the High-Speed Link information flow is interrupted, the clock at the upper right corner of an active supervisor workstation is highlighted. This highlighted status indicates that the Meridian MAX is not receiving any information from the Meridian 1. For more information, refer to the "User interface" chapter.

International Language Support

International language support ranges from the ability to enter language specific strings, to the ability to print a report with international characters. The characters entered must be in the ISO Latin character set. A maximum of two languages is allowed per system, one of which must be English.

For more information, refer to the "International language support" chapter.

LAN-based Supervisor Workstations

Meridian MAX 6 provides Ethernet connectivity for supervisor PC workstations via the industry standard TCP/IP protocol. Only FTP Software's PC/TCP software is supported. This connectivity increases the maximum number of active supervisor sessions. For more information, refer to the "Workstation configuration" chapter.

List Management

The List Management feature allows you to create lists of similar elements to use in the Configuration Control or the Report Parameter Definition features. This allows groups of elements to be collectively viewed, changed, or printed. Up to 200 elements can be included in a list and a maximum of 250 lists can be created.

These elements can be ACD-DNs, positions, trunks, routes, agents, DNIS, activity codes, supervisors, or queues. If the CCR option is enabled, CDN lists can be created. If the NACD option is enabled, node lists can be created. For more information, refer to the "List Management" chapter.

Local Printing to PC-based Supervisor Workstations

The Local Printing feature provides you with the ability to send a report to a printer locally attached to a supervisor's PC workstation running the Meridian Terminal Emulator. For more information, refer to the "Local printing" chapter.

Locate Agent on Agent Status Display

The Locate Agent on Agent Status Display feature allows you to search for a specific agent by position ID, agent ID, or agent name. For more information, refer to "Agent status displays" chapter.

Monitor Another Supervisor

The Monitor Another Supervisor feature allows you to view the displays and the reports generated by any other supervisor in the system. The Monitor Mode in your supervisor profile must be enabled before this feature can be used. Usually, the system administrator determines which supervisors have this option enabled. For more information, refer to the "Monitor Another Supervisor" chapter.

NAC 2 Connectivity

The NAC 2 Connectivity feature covers all components that allow the Network Administration Center (NAC) to communicate or interact with Meridian MAX. For Meridian MAX 6, this feature is extended to support the new features of NAC 2 while maintaining backwards compatibility with NAC 1. For more information, refer to the "Remote activities" chapter.

On-line Port Assignment

Supervisor workstations and printers can be added or deleted while the system is running. The system does not have to be shut down in order to make these changes.

For more information, refer to the *Meridian MAX 6 Maintenance and Diagnostics Guide* (NTP 553-4001-811), "Maintenance and administration programs" chapter.

Queue Statistics Display

The Queue Statistics Display feature gives an overall indication of how the call center is performing. Each of the six displays contained within the Queue Statistics Display shows statistics on the queues in the system. The Queue Statistics Display feature has two views—Supervisor and Global.

The Global View shows the ACD-DN statistics, by number or name, for the whole system. For more information on Queue Statistics Display-—Global View, refer to "Queue Statistics Display" chapter.

The Supervisor View shows the ACD-DN statistics, by number or name, that are assigned to you. For more information on Queue Statistics Display—Supervisor View, refer to "Queue Statistics Display" chapter.

Remote Printing

The Remote Printing feature allows a nodal supervisor to send nodal reports to the default printer at the NAC site for printing. This feature is only available when NAC connectivity is enabled. For more information, refer to the "Remote activities" chapter.

Report Parameter Definition

The Report Parameter Definition allows you to define new reports or make changes to existing reports. Up to 500 report definitions can be created on the SNN platform. The limit is 250 for the SEE and IPE platforms. For more information, refer to the "Report Definition" chapter.

Schedule Definition

The Schedule Definition feature allows you to automatically print reports or execute Configuration Control change orders at specific times. Access to this feature is controlled by the system administrator. For more information, refer to the "Schedule Definition" chapter.

Spectrum Definition

The Spectrum Definition feature enables you to define time intervals in the Delay Before Answering and Delay Before Abandoning reports.

For more information, refer to the "Report Definition" chapter.

Supervisor Messaging

Supervisor Messaging is a NAC feature that allows supervisors to issue short messages to other supervisors and administrators (nodal and network) through their workstations. Typically these messages deal with changes in the normal routines of the Meridian MAX nodes and/or of the NAC. For example, a node, finding itself short-staffed, might ask the NAC to overflow calls to other nodes. The NAC supervisor can then issue a message to notify the other nodal supervisors that they can expect heavier call traffic. This feature is only available when NAC connectivity is enabled.

For more information, refer to the "Supervisor Messaging" chapter.

System Reports

System Reports provide report information describing the current state of the Meridian MAX system and the information defined through Parameter Administration. These reports are available at any time, and can be printed but not displayed on the screen.

For more information, refer to the "System reports" chapter.

Tabular Format Definition

Tabular Format Definition is used to design new tabular report formats and to modify existing formats.

For more information, refer to "Report Definition" chapter.

Workstation configuration

Supported workstations

The following workstations are supported for Meridian MAX 6:

- DEC VT220 or 100% compatible
- DEC VT420 or 100% compatible
- PC running the terminal emulation software, Reflection 4+ for DOS
- IBM personal computer or 100% compatible AT or higher running Meridian Terminal Emulator (MTE) with:
  - Microsoft MS-DOS (Version 5 or higher)
  - EGA or VGA card with 256 Kbytes and a color monitor
  - minimum 384 Kbytes of RAM
  - a LAN connection (if using a network)
  - one serial (RS-232) communication port for connection to the Meridian MAX
  - one parallel or serial port for attaching a local printer (optional)
  - one 5.25" or 3.5" floppy disk drive

Note: Supported terminals include the North American and Worldwide models of the VT420 with international keyboards. If your workstation is an HP 700/32 or a DEC VT320, select DEC VT420 as your terminal type.

Supported printers

The Meridian MAX 6 can use these printers:

- DEC LA195
- HP RuggedWriter
- HP LaserJet series II
- HP LaserJet series III
- HP LaserJet series 4
- HP LaserJet series 4 Plus
- HP PaintJet 3630
- HP DeskJet
- HP DeskJet 500
- HP DeskJet 560C (with serial-parallel converter)

The serial port gender of each printer is a female DB-25, with the exception of the LaserJet 4 Plus. The LaserJet 4 Plus serial port gender is a female DB-9, requiring a 25- to 9-pin serial cable adapter. This adapter can be obtained through Hewlett-Packard Ltd. or one of its distributors.

Several of these printers may not support international languages. Refer to your printer's manual to ensure that it has this capability.

The HP PaintJet 3630 and HP DeskJet 560C also support color printing.

For more information on the printers, refer to the *Meridian MAX 6 Installation Guide* (NTP 553-4001-111), "Peripheral devices" chapter.

Workstation type

Different workstations expect different kinds of information from the Meridian MAX. For example, a monochrome workstation does not correctly display information intended for a color workstation. Therefore, the Meridian MAX must know what type of workstation you are using.

Normally, the workstation is already correctly configured. If you wish to reconfigure your workstation, press **{CONTROL}{T}** anytime to display the configuration prompt. After you make your workstation selection, the login screen returns. If you make no changes, the previously displayed screen returns.

The Workstation Identification screen, Figure 3-1, appears when you access the Meridian MAX system via a dial-up connection or after you press **{CONTROL}{T}**. If you are accessing Meridian MAX via a direct connection or LAN, the first two paragraphs in Figure 3-1 do not appear.

Figure 3-1
Workstation identification screen—terminal type

```
REMINDER: Your session is a dial-up session. After you have
          selected a terminal type you will not be able to
          change it during the session (<Ctrl>+T is disabled).
          To change terminal type you must logout and
          dial-up again.

       Please press <ENTER> to continue...
       Please choose a terminal type from the following list:


       1. DEC vt220 monochrome and compatibles
>>>    2. DEC vt420 monochrome and compatibles
       3. PC running Reflection 4-PLUS terminal emulation
       4. PC running Meridian Terminal Emulator


Selection -->
```

Enter the number which corresponds to the type of monitor in use. The "**>>>**" symbols show the current or default setting for this monitor. To make a selection

- enter **1**, followed by **{RETURN}**, if you are using a VT220 workstation
- enter **2**, followed by **{RETURN}**, if you are using a VT420, VT320, or HP 700/32 workstation
- enter **3**, followed by **{RETURN}**, if you are using a PC workstation running Reflection 4+ for DOS
- enter **4**, followed by **{RETURN}**, if you are using a PC running the MTE

Keyboard type for VDTs

If you selected a VT220 or a VT420 as your terminal type, a menu listing the keyboard types appears, as shown in Figure 3-2. Enter the number that corresponds to your keyboard type, followed by **{RETURN}**.

Figure 3-2
Keyboard type screen—VT220 or VT420 only

```
Select your keyboard type from the following list:

>>>1.     North American Keyboard
   2.     United Kingdom Keyboard
   3.     Flemish Keyboard
   4      Canadian French Keyboard
   5      Danish Keyboard
   6.     Finnish Keyboard
   7.     German Keyboard
   8      Dutch Keyboard
   9.     Italian Keyboard
   10.    Swiss French Keyboard
   11.    Swiss German Keyboard
   12.    Swedish Keyboard
   13.    Norwegian Keyboard
   14.    Belgian French Keyboard
   15.    Spanish Keyboard
   16.    Portuguese Keyboard


Selection -->
```

Video display terminal (VDT) workstations

Four types of video display terminal (VDT) workstations are supported for Meridian MAX:

- DEC VT220
- DEC VT420 North American model
- DEC VT420 Worldwide model
- HP 700/32

Other models may be used but they must be 100% compatible with one of the models listed. If you are using a 100% compatible model, refer to its user's manual for instructions on workstation set-up.

If your workstation is an HP 700/32 or a VT320, select VT420 as your terminal type.

> ***Note:*** Workstations that are 100% compatible with either a VT420 or VT220 may have different configuration screens. Refer to the workstation manuals for the correct configuration settings.

DEC VT220

To set up the DEC VT220 workstation, perform the following steps:

1 Power on the terminal and press the **{SET-UP}** key. The VDT manual contains instructions on setting up the workstation's options.

2 Follow the settings in Figure 3-3 to configure a DEC VT220 VDT. Each directory shown in Figure 3-3 has its own screen and displays the correct setting for each field. If any of the fields shown differ from those on your screen, cursor to the field and press **{ENTER}** until the correct information is displayed.

3 To move to the next setup screen, cursor to *Next Set-up* and press **{ENTER}.**

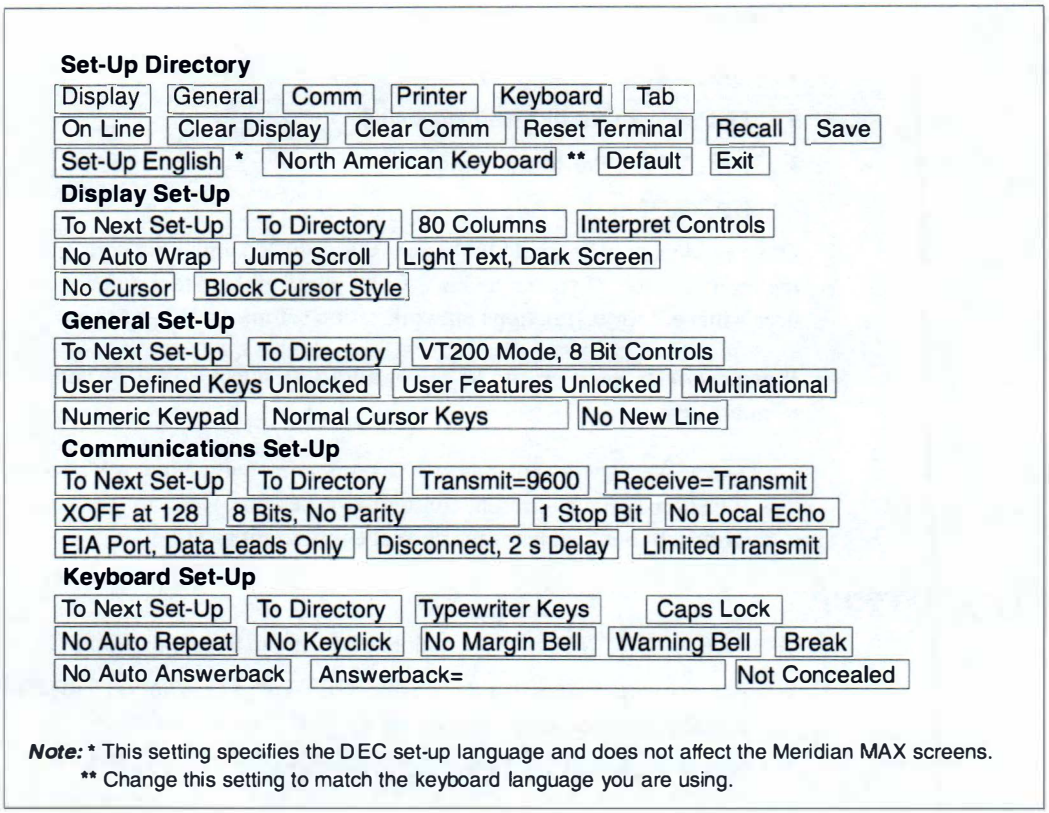
4 To save the settings

   a. move the cursor to *To Directory* and press **{ENTER}**

   b. move the cursor to *Save* and press **{ENTER}**

5 To exit once you have saved the settings, press the **{SET-UP}** key.

Figure 3-3
Configuring the workstation—DEC VT220



Note: * This setting specifies the DEC set-up language and does not affect the Meridian MAX screens.
** Change this setting to match the keyboard language you are using.

DEC VT420

To set up the DEC VT420 North American mode workstation or the DEC VT420 Worldwide model workstation, perform the following steps:

1 Power on the terminal and press the **{SET-UP}** key. The VDT manual contains the definitive instructions on setting up the workstation's options.

2 Follow the settings in Figure 3-4 to configure a DEC VT420 North American model VDT. Figure 3-5 provides the details to configure a DEC VT420 Worldwide model VDT. Each directory shown in these figures has its own screen and displays the correct setting for each field. If any of the fields shown differ from those on your screen, cursor to the field and press **{ENTER}** until the correct information is displayed.

3 To move to the next setup screen, cursor to *To Next Set-up* and press **{ENTER}.**

4 To save the settings

   a. cursor to *To Directory* and press **{ENTER}**

   b. cursor to *Save* and press **{ENTER}**

5 To exit once you have saved the settings, press the **{SET-UP}** key.

Figure 3-4
Configuring the workstation—DEC VT420 North American model

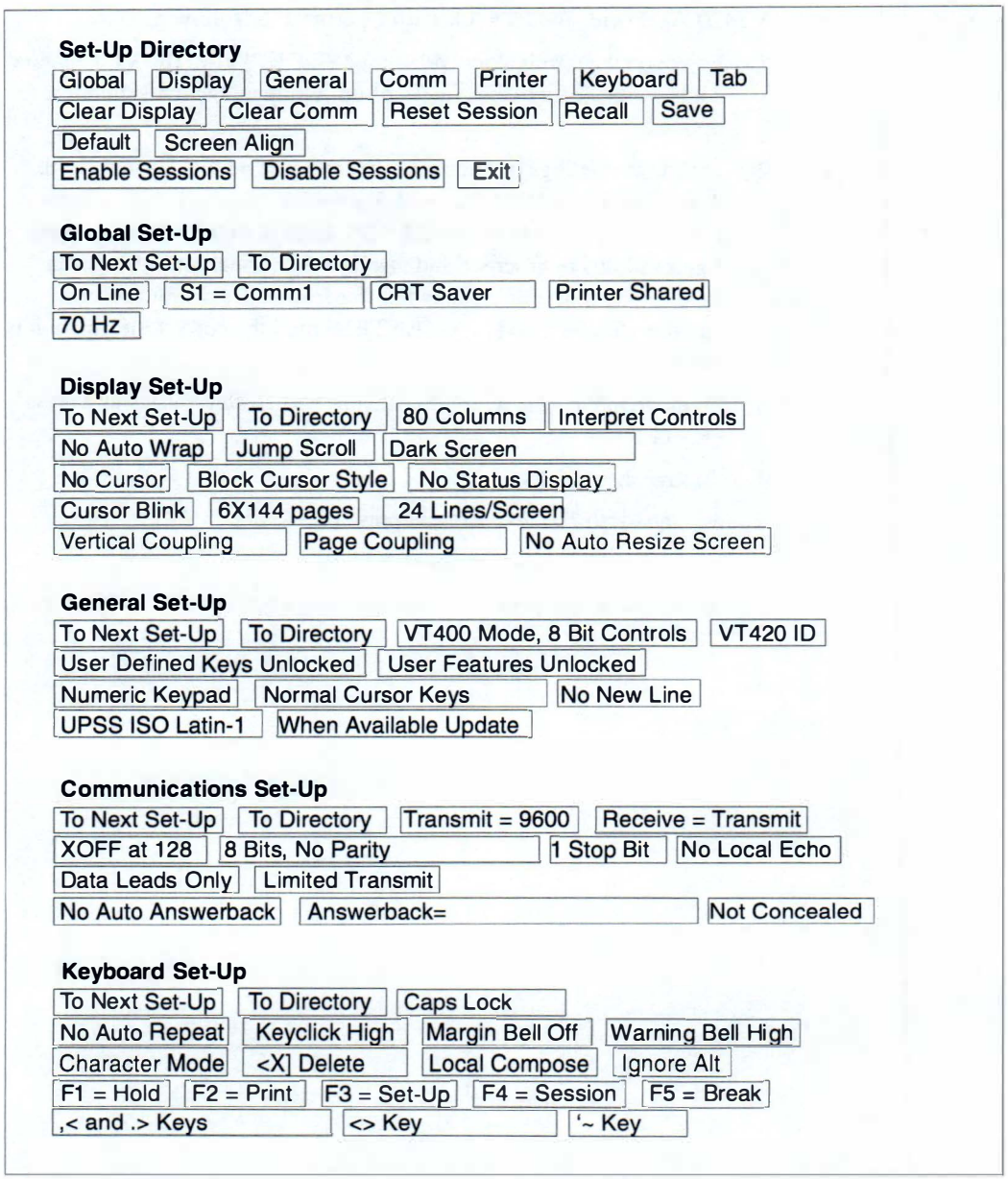
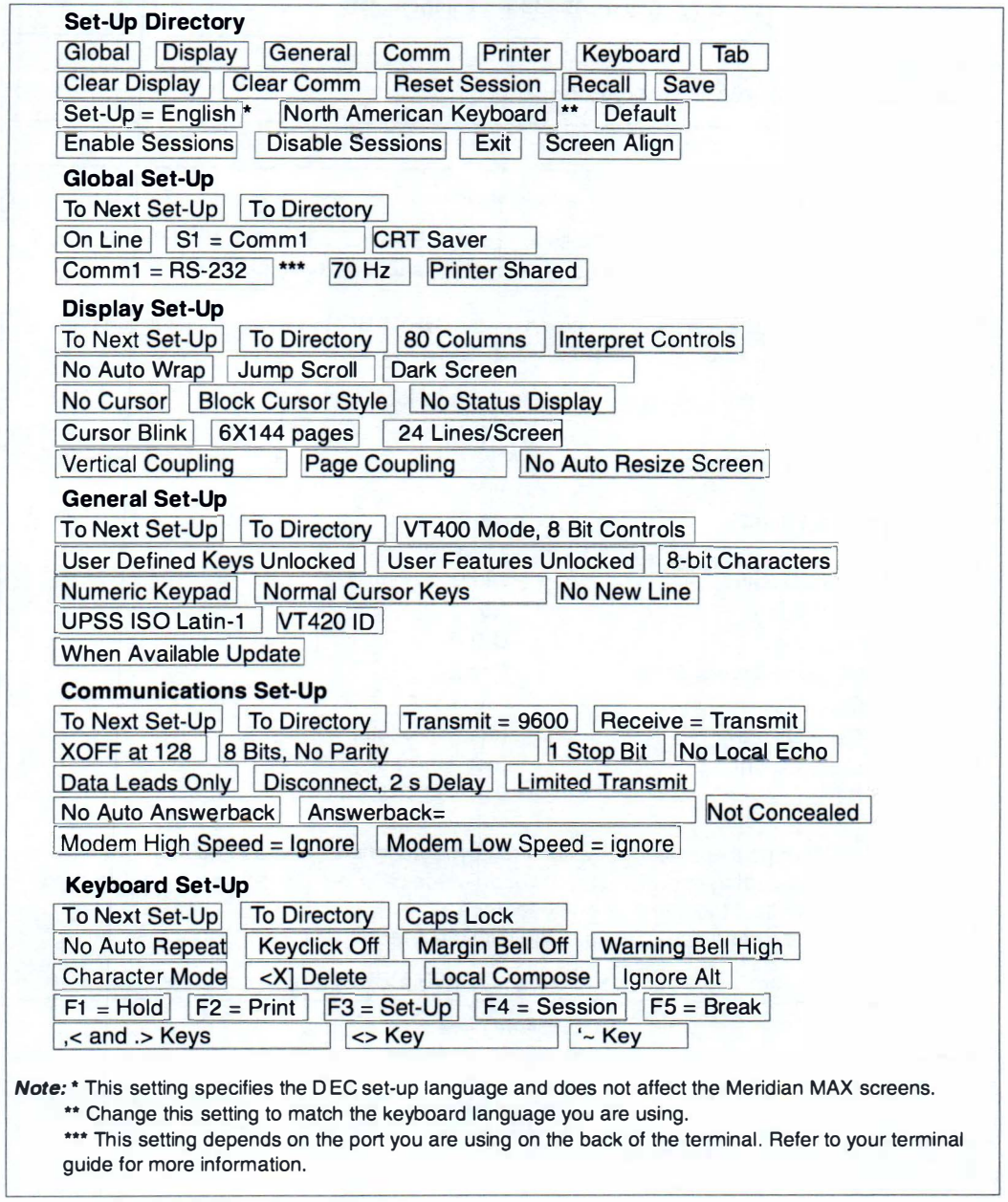


Figure 3-5
Configuring the workstation—DEC VT420 Worldwide model



Note: * This setting specifies the DEC set-up language and does not affect the Meridian MAX screens.
** Change this setting to match the keyboard language you are using.
*** This setting depends on the port you are using on the back of the terminal. Refer to your terminal guide for more information.

HP 700/32

To set up the HP 700/32 workstation, perform Procedure 3-1.

Procedure 3-1
Configuring the HP 700/32 workstation

Step	Action
1	Refer to the vendor's manual for installation instructions.
2	Power on the terminal and press the **{SET-UP}** key. Refer to your HP 700/32 user's manual for instructions on setting up the workstation's options. To move to the next set-up screen, press **{NEXT SCREEN}**. To move to the previous set-up screen, press **{PREV SCREEN}**.
3	Ensure that the options match the following Global settings: **GLOBAL** •Host Port — 1 •Background — Dark •Screen Saver — 15 Min •Refresh Rate — 72 Hz •Key Click — No •Keyboard — U.S. * •Message Translations — English •Setup Translations — English ** •Clear Display — (not applicable) •Clear Comm — (not applicable) •ROM revision — 5181-5672-3014 *** * Change this setting to match the keyboard language you are using. ** This setting specifies the language of the HP 700/32 set-up screens, but does not affect the Meridian MAX screens. *** This setting depends upon the version of terminal you are using.
4	To save the Global settings, press the **[SAVE MENU]** key.

— continued —

Procedure 3-1 (continued)
Configuring the HP 700/32 workstation

Step	Action
5	Ensure that the options match the following User settings: **USER** •Smooth Scroll — Jump •Cursor Type — Blink Box •Cursor — Off •2nd Message Line — Off •Message Line — Off •Status Line — Off •On Line — Yes •Local Echo — Off •Auto Wrap — Off •Auto Linefeed — Off •Display Ctrl Codes — Off •Display Width — 80 •Display Width Allowed — 80 or 132 •Char Cell Height — 16 Dots •Clr on Width Change — Yes •Aux Mode — Off •Aux To Host — No •Print Terminator=FF — No •Logical Page Size — 24 •Number of Pages — 1
6	To save the User settings, press the **[SAVE MENU]** key.

— continued —

Procedure 3-1 (continued)
Configuring the HP 700/32 workstation

Step	Action
7	Ensure that the options match the following Emulation settings: **EMULATION** •Emulation — VT320 •Terminal Id — VT220 •Control Codes — 8-Bit •Characters Mode — 8-Bit •Preferred Char Set — ISO 8859-1 Latin •Keypad Mode — Numeric •Cursor Keys — Normal •Print Scroll Region — Off •User Features Locked — No •User Keys Locked — No •Data Processing Keys — No
8	To save the Emulation settings, press the **[SAVE MENU]** key.
9	Ensure that the options match the following Port 1 settings: **PORT 1** •Communication — Full Duplex •Data Length — 8 bits •Parity — None •Stop Bits — 1 •Xmit Baud — 9600 •Recv Baud — =Xmit •Xmit Pace — Xon/Xoff •Recv Pace — Xoff at 128 •Limited Transmit — On •DSRI — No •CTS — Ignore •CD — Ignore •Break Duration — 170 ms •Disconnect Delay — 2 sec •Aux Printer Type — National

—continued—

Procedure 3-1 (continued)
Configuring the HP 700/32 workstation

Step	Action
10	To save the Port 1 settings, press the **[SAVE MENU]** key.
11	Ensure that the options match the following KeyBrd Menu settings: **KEYBRD Menu** •Lock Key — Caps Lock •Kbd Lock Enable — Yes •Save Tabs — Yes •Auto Repeat — No •Margin Bell — No •Warning Bell — Yes •Auto Answerback — No •Answerback= — [blank] •Conceal Answerback — No •Clear All Tabs — (not applicable) •Set 8 Column Tabs — (not applicable) •Tab Setting — (not applicable)
12	To save the Keybrd Menu settings, press the **[SAVE MENU]** key.
13	To exit the Set-Up screen, press the **{SET-UP}** key.

— end —

PC configuration

To use a PC to run Meridian MAX 6, you must install either MTE or Reflection 4+. If your PC is connected to a LAN, you can only use MTE to run Meridian MAX 6.

If you want international support, you must configure both your workstation and keyboard. Examples are provided in this chapter. Refer to your specific MS-DOS user guide or terminal guide for further information.

Reflection 4+ for DOS on a PC

Note: When this document mentions Reflection 4+, it refers specifically to Reflection 4+ for DOS.

Installation

Refer to your Reflection 4+ user's manual for installation instructions.

Note: If your require international support, Reflection 4+ Release 4.1 or higher is recommended. Only these versions have full international support. Release 3.4 to 4.0 have partial support. Any release below 3.4 does not have international support.

Starting and exiting

If your Meridian MAX workstation is a PC running Reflection 4+, there is no need for it to be a dedicated Meridian MAX workstation. Your PC can be used to run other software when it is not being used as a workstation. In order to do this, however, you must know how to start and exit the Reflection 4+ software. The following two procedures assume that you know some basic MS DOS commands.

Starting Reflection 4+

1 Set the current directory to the directory in which Reflection 4+ is installed.

2 Enter **R4 MERIDIAN.CFG**. (Ensure that you enter a space after **R4**.) The login screen appears.

Exiting Reflection 4+

1 Log out from Meridian MAX.

2 Wait until the login screen is completely redrawn.

3 Enter **{CONTROL}{ALT}{X}**. The DOS prompt appears.

Meridian Terminal Emulator on a PC

The MTE software is a terminal emulator package designed to run on IBM, or 100% compatible AT or higher, PCs. MTE contains all the functionality of Reflection 4+ with the following additional capabilities:

- local printing to a PC-based supervisor workstation (For more information, refer to the "Local Printing" chapter.)
- LAN connectivity for supervisor workstations (For more information, refer to the "LAN connectivity" section of this chapter.)
- color customization of supervisor workstation screen elements (For more information, refer to the "Color Customization" chapter.)

WARNING

MTE is a DOS program designed to run in a DOS environment. It is not supported by Northern Telecom in the Windows nor the OS/2 environment.

However, both Windows and OS/2 offer a DOS full screen mode or a DOS window mode. This capability allows you to run MTE in OS/2 2.1 or DOS under Windows 3.1, with the limitations outlined in this chapter.

The Supervisor Display Access (SDA) feature should not be used with MTE.

MTE direct (RS-232) connection

MTE can connect directly to the Meridian MAX with a serial RS-232 using the COM 1 or COM 2 port on a PC. An unused COM port may be used to connect to any other serial device, such as a mouse or serial printer.

The MTE version 5.31 or higher is required for a direct connection under Windows 3.1 or OS/2 2.1. If a mouse is using the only COM port in the OS/2 environment, the mouse must be disconnected and the mouse driver must be disabled in the OS/2 CONFIG.SYS file.

MTE LAN connection

Meridian MAX 6 provides Ethernet connectivity for supervisor workstations via the industry standard TCP/IP protocol. Other network environments (for example, Token Ring) may also be used via a protocol converter.

LAN connectivity is only supported via PC-based supervisor workstations running the MTE. LAN supervisor workstations are only available on Meridian MAX 6 SNN and IPE systems. Refer to the "Meridian MAX system" chapter for the maximum number of LAN supervisor workstations allowed for your system.

Operation of MTE in a LAN environment requires one of the following FTP Software products:

- FTP Software's PC/TCP network kernel for DOS, versions 2.05, 2.10, 2.20, 2.30, or 3.0 (OnNet 1.1)
- FTP Software's PC/TCP Network Software for DOS, versions 2.05, 2.10, 2.20, 2.30, or 3.0 (OnNet 1.1)
- FTP Software's PC/TCP Network Software for DOS and Windows, versions 2.10, 2.20, 2.30, or 3.0 (OnNet 1.1)
- FTP Software's PC/TCP Network Software for OS/2 version 1.3

  Note: PC/TCP kernel is the minimum requirement for Meridian MAX LAN connectivity. The PC/TCP and the network interface cards must be purchased separately. If you wish to take advantage of other PC/TCP applications, the complete PC/TCP networking software is required. Other LAN O/S versions of TCP/IP also do not work with MTE.

FTP Software's PC/TCP network kernel provides the LAN interface for the MTE and supports multiple types of LAN cards. The Meridian MAX has no specific hardware dependency on the type of protocol converter used.

Guidelines for installing the PC/TCP

The following guidelines should be observed when installing the PC/TCP OnNet 1.1 for DOS/Windows and the PC/TCP Network Software 3.0 for DOS/Windows:

- The PC/TCP software must be installed through DOS (TSR kernel) and not Windows (VxD kernel).
- The PC/TCP software offers applications such as ftp, network printing, connection over modems, exchanging messages, etc. These applications do not need to be installed to operate MTE.
- When installing the PC/TCP, you are prompted to enter a selection regarding network connectivity. When this option appears, you must select the DOS and Windows (TSR kernel) option to allow the software to work properly with MTE.

For information on installing a LAN supervisor workstation, refer to the FTP Software's user guides and the *Meridian MAX 6 Installation Guide* (NTP 553-4001-111), "LAN connectivity overview" chapter.

Packet buffers

If you experience poor response times or periodic connection problems while using MTE on the LAN, you may need to increase the number of packet buffers set aside for the PC/TCP kernel

Packet buffers are storage areas that the PC/TCP kernel uses for sending or receiving information across the LAN. The minimum recommended number of packet buffers for Meridian MAX is 10.

For more information on packet buffers, refer to the FTP Software's user guides and the *Meridian MAX 6 Installation Guide* (NTP 553-4001-111), "LAN connectivity overview" chapter, "Packet buffers" section.

Installation

The MTE installation procedure is identical for DOS, Windows and OS/2 environments.

Procedure 3-2
Installing the MTE for Meridian MAX 6 (requires MTE version 5.31 or higher)

Step	Action
1	Insert the MTE distribution disk in the disk drive.
2	Enter the letter of the disk drive containing the distribution disk. Enter **install** followed by **{RETURN}**. For example, enter a:\install The system displays the following: `Please enter the source directory [A:\] :` The default source directory is shown in square brackets.

3	Press **{RETURN}** to accept the default source directory. To indicate a source directory other than the default, enter the letter of the appropriate disk drive followed by **{RETURN}**.
	
	For example, enter D:\
	
	The system displays the following message if the default (A:\) is used:
	
	`The source directory is A:\.`
	`Please enter the destination directory [C:\MTE] :`
	
	The source directory appears in the first line. This may be the default directory or the new directory you assigned. The default destination directory is shown in square brackets on the second line. This is the directory where the MTE files will be transferred.

— continued —

Procedure 3-2 (continued)
Installing the MTE on Meridian MAX 6 (requires MTE version 5.31 or higher)

4 Press **{RETURN}** to accept the default destination directory. To indicate a destination directory other than the default, enter the appropriate disk drive and directory followed by **{RETURN}**.

For example, enter D:\MTE

The system displays the following message:

```
Please enter the number corresponding to the version of MTE that you
wish to install.

1.  MTE for MAX 5.25 or lower.
2.  MTE for MAX 5.26 or higher (including MAX 6).

Which version do you wish to install [1,2] ?
```

5 Enter **2** followed by **{RETURN}**.

The system displays the following message:

```
You have selected to install MTE for MAX 5.26 or higher from
directory A:\ to directory C:\MTE.
Is this correct [Y,N] ?
```

The source directory and destination directory appears in the message. This may be the defaults or the new directories you assigned.

6 If the information is not correct, go to Step 7. If the information is correct, go to Step 10.

7 Enter **N** followed by **{RETURN}** if the information is not correct.

The system displays the following message:

```
Do you wish to quit [Y,N] ?
```

— continued —

Procedure 3-2 (continued)
Installing the MTE on Meridian MAX 6 (requires MTE version 5.31 or higher)

Step	Action
8	Enter **Y** followed by **{RETURN}** to exit from the MTE installation program. It is not necessary to read the remaining steps. or Enter **N** followed by **{RETURN}** to continue with the MTE installation program. The system displays the following: `Please enter the source directory [A:\] :`
9	Return to Step 3.

10	Enter **Y** followed by **{RETURN}** if the information is correct.
	
	The system displays the following message:
	
	`1 file(s) copied`
	`1 file(s) copied`
	`MTE for MAX 5.26 or higher is now installed in C:\MTE.`
	
	The MTE program is installed.

— end —

Starting and exiting

Running the MTE

To start the MTE, display the DOS prompt. In Windows and OS/2, this requires going to the DOS full screen. This permits the graphical information to be properly displayed.

Follow these steps after the DOS prompt is displayed:

1 Change the DOS directory to the one in which you installed the MTE software. For example,

CD C:\MTE

2 Type **MTE** followed by **{RETURN}.**

Exiting the MTE

The process to exit from the MTE is identical regardless of the operating environment being used.

1 Simultaneously press **{CONTROL}{ALT}{X}**. This key combination returns control to the DOS prompt.

Configuration setup

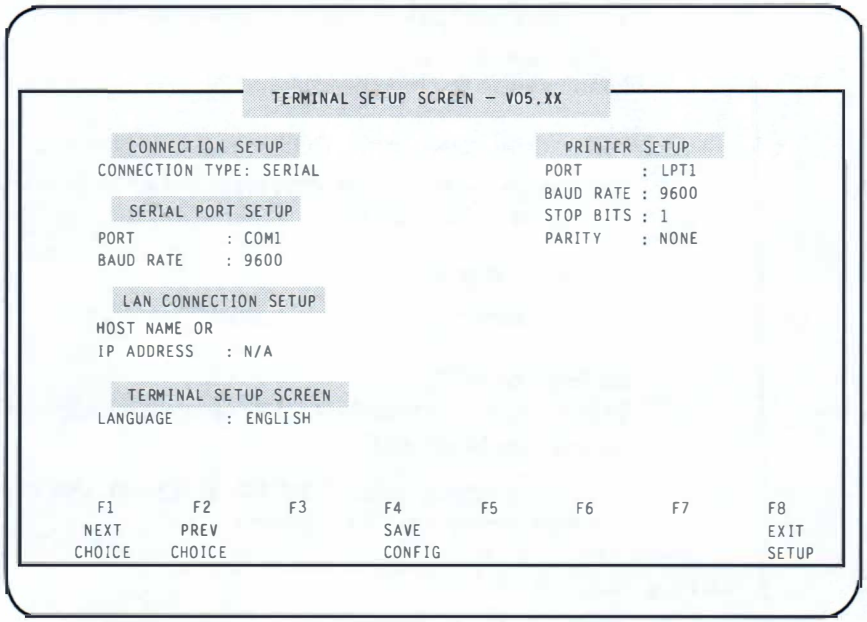
To set up a PC running the MTE, follow these steps:

1 With MTE running, simultaneously press the two **{SHIFT}** keys on either side of the keyboard to access the terminal emulator set-up screen.

2 The selection chosen for the *Connection Type* field determines whether you have access to the *Serial Port Setup* or the *LAN Connection Setup* fields.

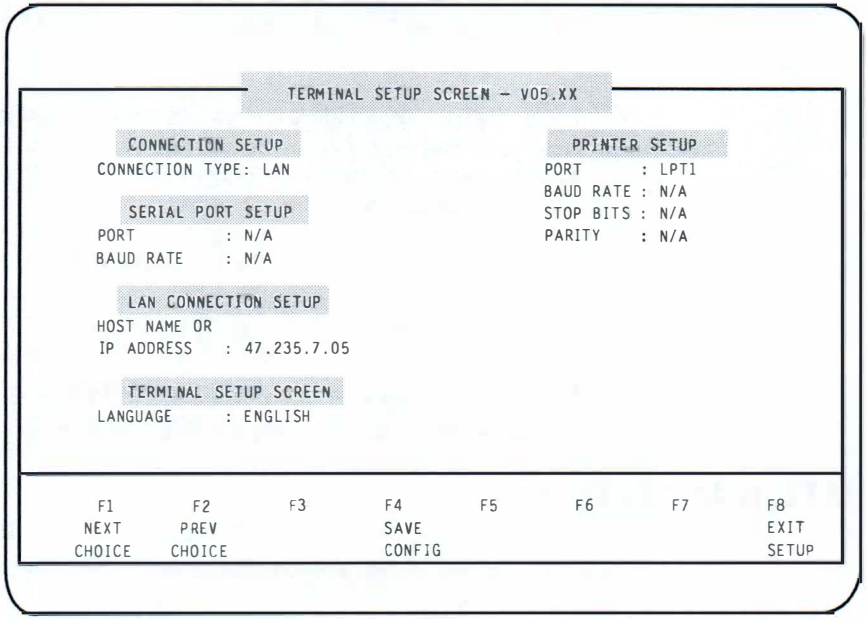
3 To change this field, cursor to the *Connection Type* field and press **{F1}** for next choice or **{F2}** for previous choice. These two keys toggle between the LAN and serial selections. "Serial" is the default value for this field and indicates that your PC is directly connected to your Meridian MAX. If you select "Serial" as your connection type, the screen in Figure 3-6 appears. Some differences may occur.

Figure 3-6
MTE setup screen—serial connection



4 If you select "LAN" as your connection type, your screen looks like Figure 3-7. Some differences may occur.

Figure 3-7
MTE setup screen—LAN connection



5 If you select LAN as your connection type, enter the Host Name or IP address of the Meridian MAX in the *Host Name or IP Address* field. Contact your LAN administrator for this information. (It is recommended that the *IP Address* field be entered instead of the *Host Name*.)

6 The communication port parameters that can be set are listed in this step. Options shown in bold italics are the default settings. These fields are only available when the connection type is set to Serial.

Note: The baud rate setting should not be changed from the default. This parameter is used by the Meridian MAX to communicate with the supervisor displays.

Parameter	Options
Port:	***COM1***, COM2
Baud Rate:	2400, 4800, ***9600***

The *Host Name or IP Address* field is only available when the connection type is set to LAN. This entry is either the name given to the Meridian MAX or the IP address of the Meridian MAX on the LAN.

Consult your MIS department for the IP address of the Meridian MAX system. To edit this field, cursor to it and press the **[EDIT FIELD]** key. Press it again when you are done entering the Host Name or the IP Address.

7 The printer port parameters that can be set are listed in this step. Options shown in bold italics are the default settings. The *Baud Rate*, *Stop Bits*, and *Parity* fields are only available if the *Port* field is set to COM1 or COM2.

Parameter	Options
Port:	***LPT1***, LPT2, LPT3, COM1, COM2
Baud Rate:	2400, 4800, 9600 (serial printers only)
Stop Bits:	1, 2 (serial printers only)
Parity:	NONE, EVEN, ODD (serial printers only)

8 To save the changes, press the **[SAVE CONFIG]** function key.

9 To exit the set-up screen, press the **[EXIT SETUP]** key.

MTE with MS-DOS

The MTE can be used in MS-DOS (Version 5 or higher). Refer to the "Supported workstations" section of this chapter for other hardware and software requirements.

MTE with Windows 3.1

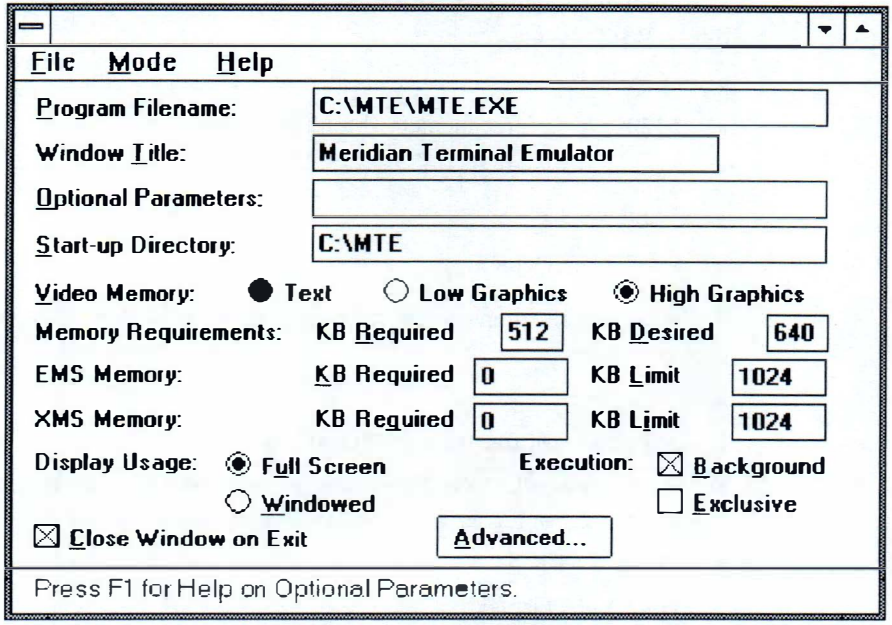
MTE version 5.31 can be used, with some limitations, under Windows 3.1 in a DOS full screen mode or in a DOS window mode.

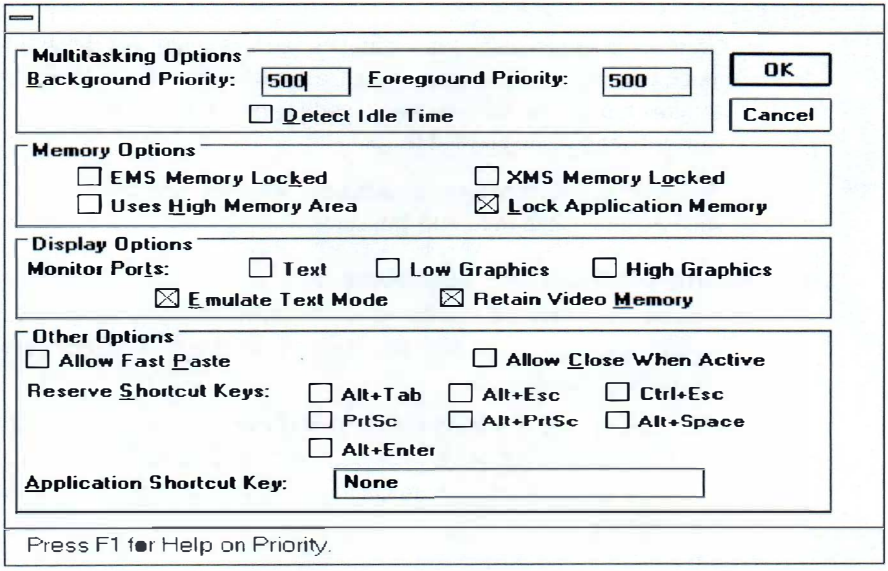
Note: Although Windows 3.1 supports concurrent execution of more than one application, it is recommended that no other application be running while MTE is operating. MTE may crash if other applications are running at the same time. Running MTE under Windows can also cause protection violation errors and workstation lockups.

PIF file settings

If you choose to run MTE under Windows, it is recommended that you create PIF files using the Microsoft Windows PIF Editor. Figure 3-8 provides the recommended settings to use in the general and advanced PIF files. For more information on the PIF files, refer to the Microsoft Windows user guides.

Figure 3-8
MTE setup screen—LAN connection





Minimum requirements

The minimum requirements for running MTE under Windows using a direct (RS-232) connection are

- 80386 PC
- 512 Kbytes of free memory (for MTE)
- one serial (RS-232) port
- Windows 3.1
- color VGA display

The minimum requirements for running MTE with Windows using a LAN connection are

- 80386 PC
- 512 Kbytes of free memory (for MTE)
- FTP Software's PC/TCP Network Software for DOS and Windows version 2.1 or higher with a PC/TCP supported LAN card
- Windows 3.1
- color VGA display

Display

Graphics in MTE, such as the initial graphical display and the graphical report preview, are quicker to view from a DOS full screen than a DOS window mode. The DOS window mode may also not be large enough to view the graphic displays at times.

Colors of graphical reports are different when previewing in a DOS window mode than in a DOS full screen.

Limitations on multiple sessions

It is not recommended that multiple sessions of MTE be run under Windows. However, the following limitations should be remembered if you choose to run multiple sessions:

- Only one MTE session can be used if local printing is required. Local printing does not work when there are multiple MTE sessions running in the same PC, which are connected to the same Meridian MAX via a LAN connections.

- When multiple MTE sessions are started from the same MTE directory, they share the same MTE.CFG file. Any changes made in the MTE setup screen are not saved unless the [Save] key is pressed. The changes saved in one MTE session may overwrite the changes made by another concurrent MTE session. Changes to the MTE.CFG file do not affect any other running MTE sessions until they are terminated and restarted.

MTE with OS/2 2.1

MTE can be used, with some limitations, under OS/2 2.1 in a DOS window mode or a DOS full screen mode.

Minimum requirements

The minimum requirements for running MTE with OS/2 using a direct (RS-232) connection are

- 80386 PC
- 512 Kbytes of free memory (for MTE)
- one serial (RS-232) port
- OS/2 2.1
- color VGA display

The minimum requirements for running MTE with OS/2 using a LAN connection are

- 80386 PC
- 512 Kbytes of free memory (for MTE)
- FTP Software's PC/TCP Network Software for OS/2 version 1.3 or higher with a PC/TCP supported LAN card
- OS/2 2.1
- color VGA display

Display

Colors of graphical reports are different when previewing in a DOS window mode than in a DOS full screen.

Limitations on multiple sessions

It is not recommended that multiple sessions of MTE be run under OS/2. However, the following limitations should be remembered if you choose to run multiple sessions:

- The maximum number of MTE sessions are limited by available system resources in OS/2. If local printing is required, only one MTE session should be connected to the same Meridian MAX.
- When multiple sessions are used, multiple copies of MTE.EXE and MTE.CFG should be stored in different directories because there may be different MTE.CFG settings.

Keyboard language configuration on PCs

If you are using a language-specific keyboard, you must inform MS-DOS as to which keyboard you are using. The following example applies to both Reflection 4+ and MTE.

AUTOEXEC.BAT changes

The following example shows the changes to the AUTOEXEC.BAT file in order to support a language-specific keyboard.

This example assumes a German keyboard is being used as specified by the GR option to the KEYB command:

```
C:\DOS\KEYB GR
```

Refer to your MS-DOS user guide for the language code for your keyboard.

Code Page 850 configuration

To provide international support (ISO Latin 1) for the MTE, some minor modifications are required to your PC configuration. These changes affect the MS-DOS files named CONFIG.SYS and AUTOEXEC.BAT. In order to make these changes, you require a text editor such as the MS-DOS editor.

MS-DOS comes with different character sets called code pages. Code pages are similar to the character sets used in the DEC terminals.

Each code page consists of 256 characters and is assigned a number that corresponds to a particular country or language. MTE requires your PC to be configured with Code Page 850 which is a multilingual character set.

If you are using a language-specific keyboard, you need to inform MS-DOS which keyboard you are using. Refer to the "Keyboard language configuration on PCs" section for instructions.

The example changes shown below assume that MS-DOS has been installed in the C:\DOS sub-directory and that the files DISPLAY.SYS and COUNTRY.SYS are located in the C:\DOS sub-directory.

CONFIG.SYS changes

The following example shows the changes to the CONFIG.SYS file needed to support the DOS Code Page 850 on a PC.

This example assumes the country in which the PC is running to be Germany (country code 049). For your specific country code, refer to your MS-DOS user guide.

```
DEVICEHIGH = C:\DOS\DISPLAY.SYS CON:=(ega,850)
COUNTRY    = 049,850,C:\DOS\COUNTRY.SYS
```

AUTOEXEC.BAT changes

The following example shows the changes to the AUTOEXEC.BAT file in order to support the DOS Code Page 850 on a PC.

```
C:\DOS\MODE CON CP PREPARE=((850) C:\DOS\EGA.CPI)
C:\DOS\NLSFUNC C:\DOS\COUNTRY.SYS
CHCP 850
```

User interface

This chapter introduces the Meridian MAX workstations used by supervisors and system administrators in the day-to-day operation of an ACD system. It describes what you see on your monitor and the basic commands you can enter through your keyboard.

For a list of the supported workstations for Meridian MAX 6, refer to the "Workstation configuration" chapter, "Supported workstations" section.

Keyboard

Your keyboard is similar to a typewriter keyboard but contains several extra keys that perform special functions. The following keyboard figures show the positions of these keys on the four keyboards supported by Meridian MAX. Figure 4-1 shows the PC Enhanced style keyboard, Figure 4-2 shows the PC/AT style keyboard, Figure 4-3 shows the VT220 English keyboard, and Figure 4-4 shows the VT420 English keyboard. Some variations occur between the different keyboards. The Meridian MAX system considers these differences and does not ask you to press a key your workstation does not have.

You can enter any of the characters in the Latin-1 character set as part of textual input. To create international characters not available on your keyboard, you must enter a special key sequence. For more information on international characters and how to enter them, refer to the "International language support" chapter.

It is assumed that international terminal and keyboards in the supervisor's language are used. Special set-up parameters are required on most terminals to tell the terminal which keyboard is being used. You can enter characters from languages not installed on your system, however problems with information sorting, such as queue names in a report or on the screen, may result.

Figure 4-1
PC enhanced keyboard

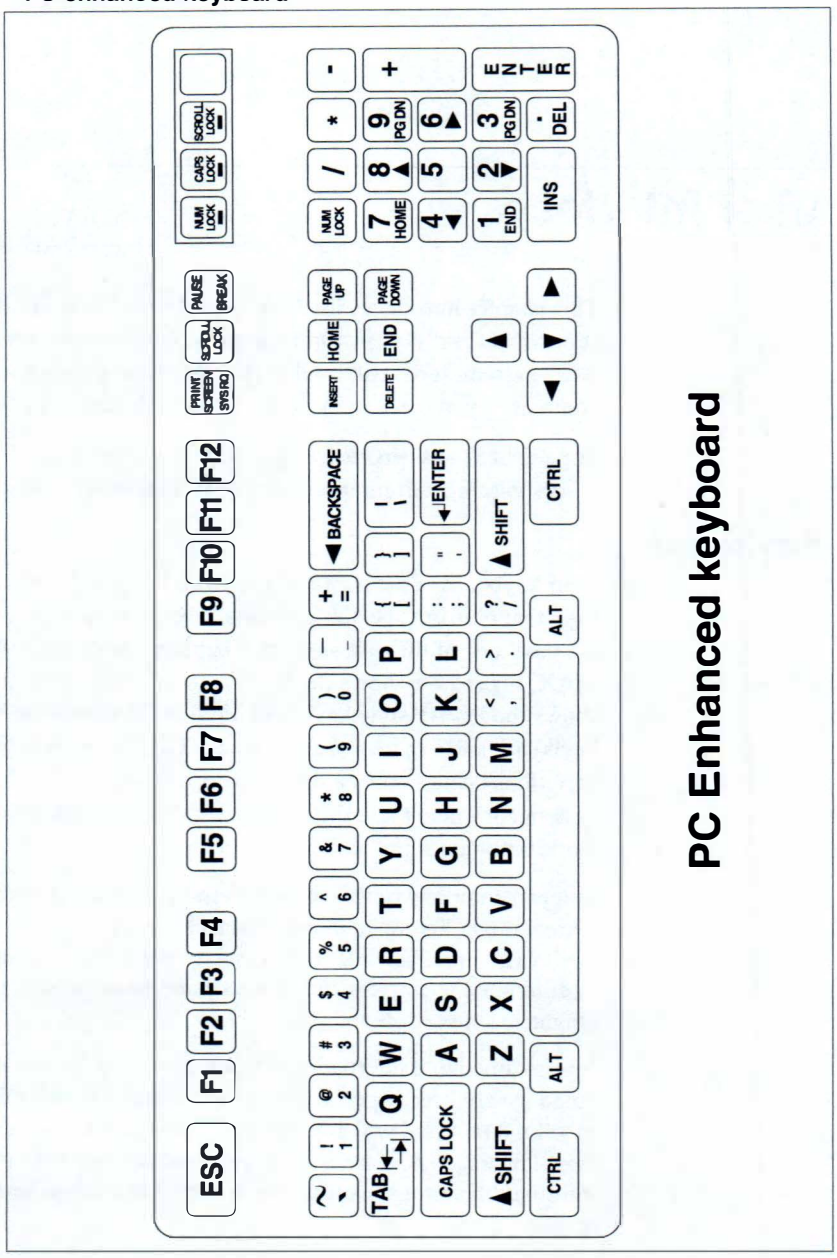


Figure 4-2
PC/AT style keyboard

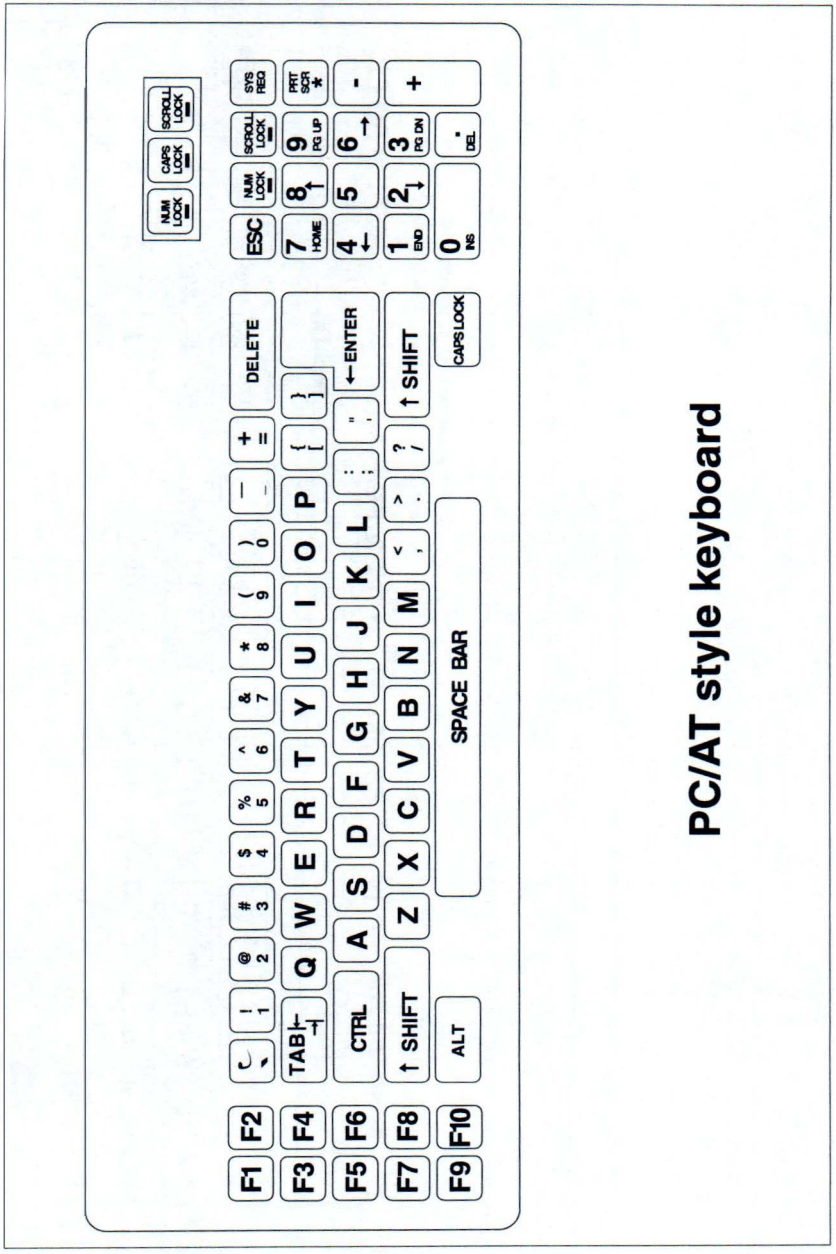


Figure 4-3
VT220 English keyboard

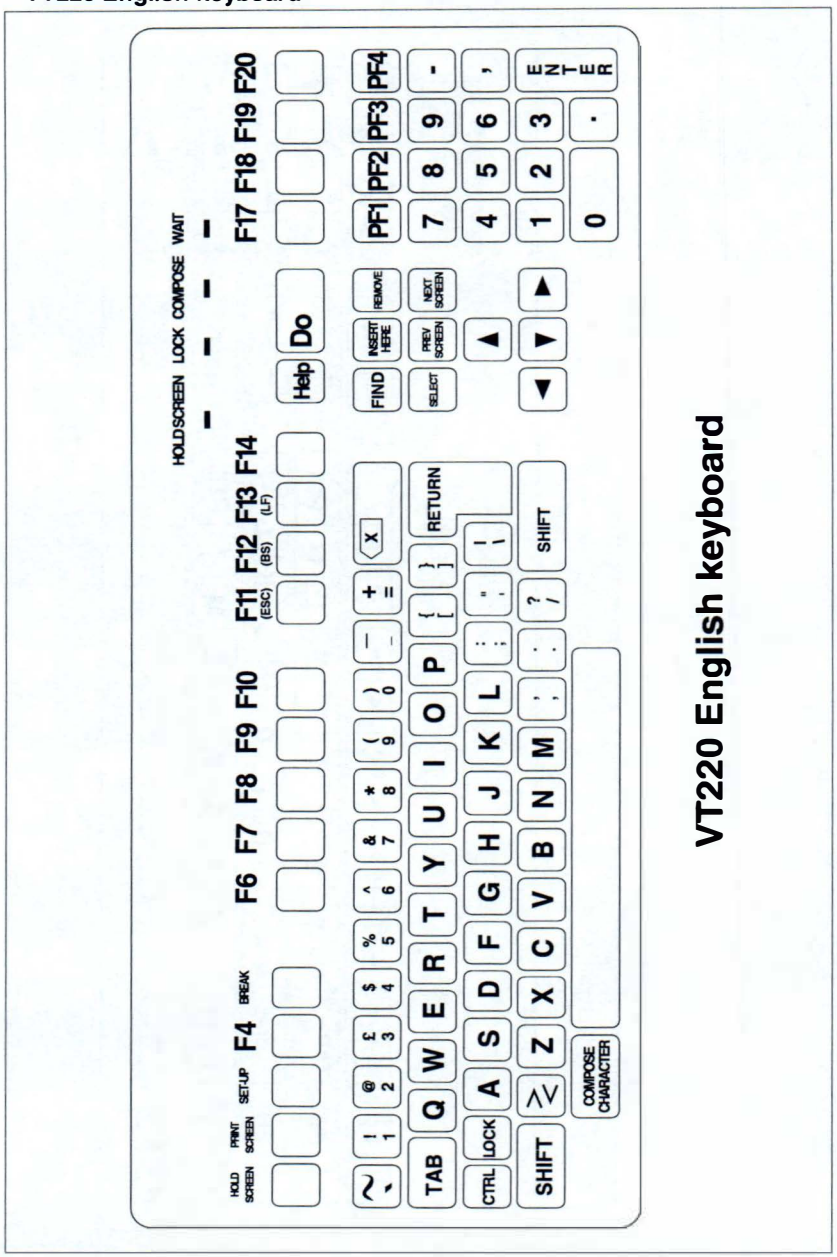
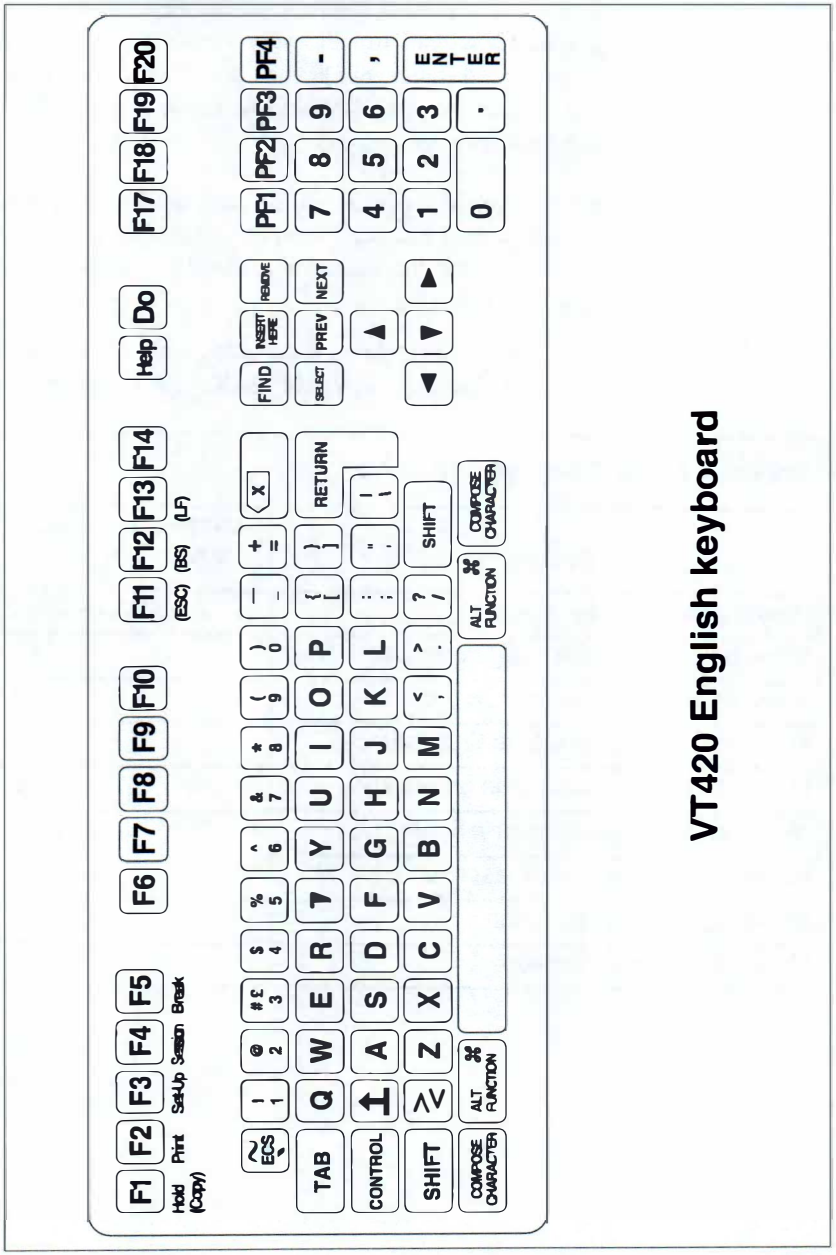


Figure 4-4
VT420 English keyboard



Global commands

The following charts list the keyboard key sequences that perform the same commands within virtually every Meridian MAX function. The key(s) you enter depends upon your keyboard type: VT220, VT420, PC/AT style, or a PC enhanced keyboard. Where the keyboard sequences are similar, the columns have been joined.

Within each Meridian MAX function, numerous commands exist which are specific to that function. These commands are discussed in the appropriate sections of this document and in the *Meridian MAX 6 Supervisor's User's Guide* (P0802089).

> ***Note:*** The single open quotation mark (‘) cannot be used in any of the fields in the Meridian MAX. The symbol is not recognized.

Moving cursor or selection bar

Function	VT220 or VT420	PC/AT	PC ENH
Delete last character entered	{BACKSPACE} or {DELETE}		
Move up one line or to next selection	{↑}		
Move up *n* selections or up *n* lines	*n*{↑}		
Move to first selection or to first line	ø{↑}		
Move down to next selection or next line	{↓}		
Move down *n* selections or *n* lines	*n*{↓}		
Move to last selection or last line	ø{↓}		
Move right to next selection	{→}		
Move left to next selection	{←}		

Paging up and down

Function	VT220 or VT420	PC/AT	PC ENH
Move upward one page	{PREV SCREEN}	{PGUP}	{PAGE UP}
Move downward one page	{NEXT SCREEN}	{PGDN}	{PAGE DOWN}

Function keys

Function	VT220 or VT420	PC/AT	PC ENH
Display Commands menu for current screen	[Commands] {PF1}	[Commands] {F1}	
Cancel Commands menu and return to the current screen	[Commands] key again		
Enter command numbered *n* on Commands menu for current screen without having to view menu	*n*[Commands]		
Display options for selected field	[Options] {PF2}	[Options] {F2}	
Cancel the options display	[Options] again		
Enter selection numbered *n* on Options menu for selected field without having to display menu	*n*{ENTER}		

View help text and more commands

Function	VT220 or VT420	PC/AT	PC ENH
View Help text	{HELP}	{F9}	{F11}
View more commands	{F20}	{F10}	{F12}

Screen

Function	VT220 or VT420	PC/AT	PC ENH
Redraw screen	{CONTROL}{R}		
Display workstation configuration prompt	{CONTROL}{T}		

Editing fields

Function	VT220 or VT420	PC/AT	PC ENH
Edit selected field	{PF3}	{F3}	
Exit editing mode	[Edit field] again		
Replace existing data with new data, in overwrite mode. Insert new data into the existing data at current cursor position, in insert mode. ***Note:*** If you edit a right-justified field, the [Insert] key is invalid.	[Insert]		
Move cursor to right one word	[Word Right]	{TAB}	
Move cursor to left one word	[Word Left]	{SHIFT}{TAB}	
Move cursor to beginning of field	[Start of line]		
Move cursor to end of field.	[End of line]	{END}	
Clear selected field	[Erase field], {REMOVE} or {DELETE}		

Printing			
Function	**VT220 or VT420**	**PC/AT**	**PC ENH**
Print all available information	[Print]		
Display local printer control window to add, change, or delete local printer. Only available on workstations with Meridian Terminal Emulator software.	{CONTROL}{P}		

Screen

Meridian MAX supports both color and monochrome workstations. On color workstations, different parts of the screens are displayed using different colors. On monochrome workstations, they are displayed using monochrome attributes, such as reverse video. When discussing the Meridian MAX screens, specific colors are mentioned only in cases where the color has been chosen for a particular reason. The Color Customization feature allows the supervisor to assign one of 16 colors to screen elements for supervisors using PCs running MTE.

Printing

Use the [Print] function key to print real-time display snapshots.

WARNING

PC {Print Screen} key
If the PC workstation {Print Screen} key is used, international characters and graph details may not print correctly.

Supervisor Display Access (SDA)

The Supervisor Display Access (SDA) feature allows an extra supervisor session via the System Console or the Remote Diagnostics Modem port. This feature is only available on the Meridian MAX - IPE platform due to its limited number of ports.

VT220 and VT420 or 100% compatible terminals are supported for this feature. A PC running Reflection 4+ or the Meridian Terminal Emulator is not supported.

Redrawing the screen

Press **{CONTROL}{R}** at any time to redraw the screen. You may need to redraw the screen when you power off and then power on your workstation.

International Language Support

To use the International Language Support feature, workstations must support the proper international character set. Meridian MAX 6 supports a character set which is common among various peripheral devices: the International Standards Organization (ISO) 8859-1 Latin alphabet No.1 (ISO 8859-1). VT220 terminals are supported although they do not fully support the ISO 8859-1.

If the Latin-1 character set is not available, some characters may appear as question marks (?) on the display. Customers who desire international support must use the DEC VT420 (or 100% compatible) terminal, or an IBM PC (or 100% compatible) running the Meridian Terminal Emulator or Reflection 4+ Release 4.1 or higher.

For VT220 terminals, Meridian MAX uses the DEC Multinational Character Set which is a subset of ISO 8859-1. Some international characters are not available on a VT220.

Supported languages

Meridian MAX 6 supports several languages. For a complete and current list of supported languages, contact your Northern Telecom distributor.

Common screen features

Figure 4-5 and Figure 4-6 shows the two screens that contain most of the common features available on any Meridian MAX screen.

Menus

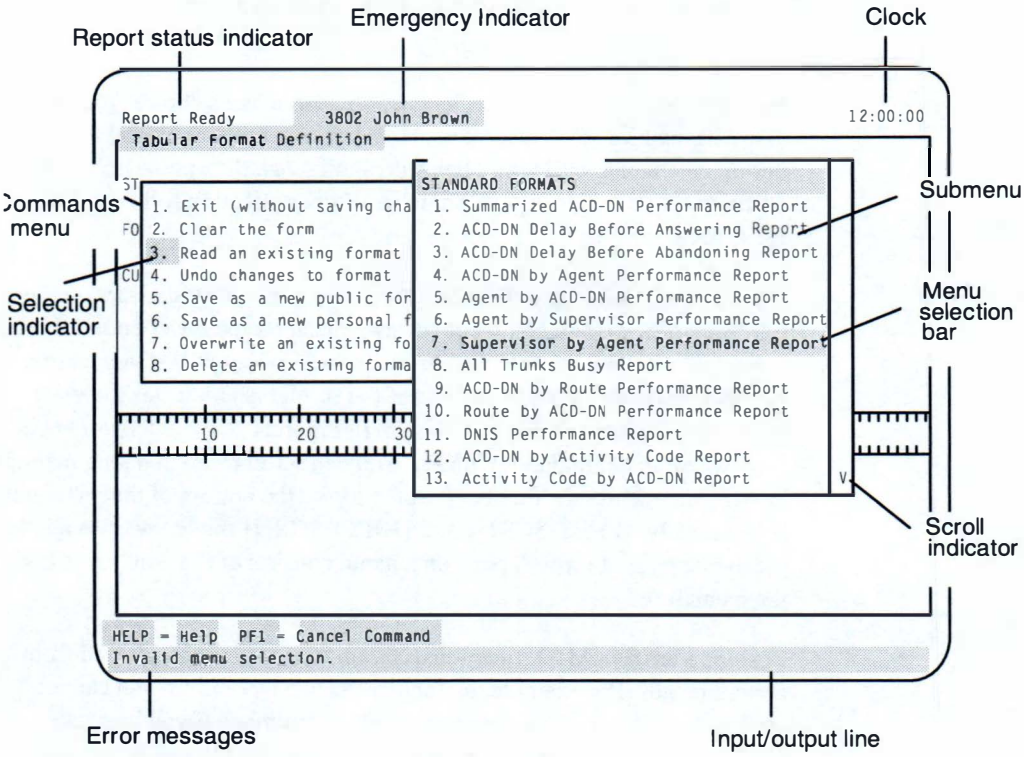
Menus appear on the screen whenever you can make a choice from a list of items. To make a selection, move the menu selection bar up and down through the menu until your choice is highlighted, then press **{ENTER}**. Alternatively, you can type the number of your selection followed by {ENTER}.

If the menu is too long to be seen all at once, a scroll bar appears on the right side of the menu box. A down arrowhead (at the lower end of this bar) indicates that there are more menu entries following the last you can see. An up arrowhead (at the upper end of the scroll bar) indicates there are more items before the first one shown. In Figure 4-5, the selection bar is somewhere in the middle of the list. You can scroll through a long menu by moving the menu selection bar past the top or the bottom of the menu box. Alternatively, {PREV SCRN} and {NEXT SCRN} move you through the menu one page at time. A page on a menu consists of the number of lines in the menu box.

In some Meridian MAX functions, certain choices are not allowed from certain menus. For example, in Tabular Format Definition, you cannot choose the *"Overwrite an existing format"* command if you have not specified a statistics group. On these menus, the disallowed choices are either dimmed on a monochrome screen or appear in a different color on a color screen. If you attempt to select a disallowed choice, an error message is displayed.

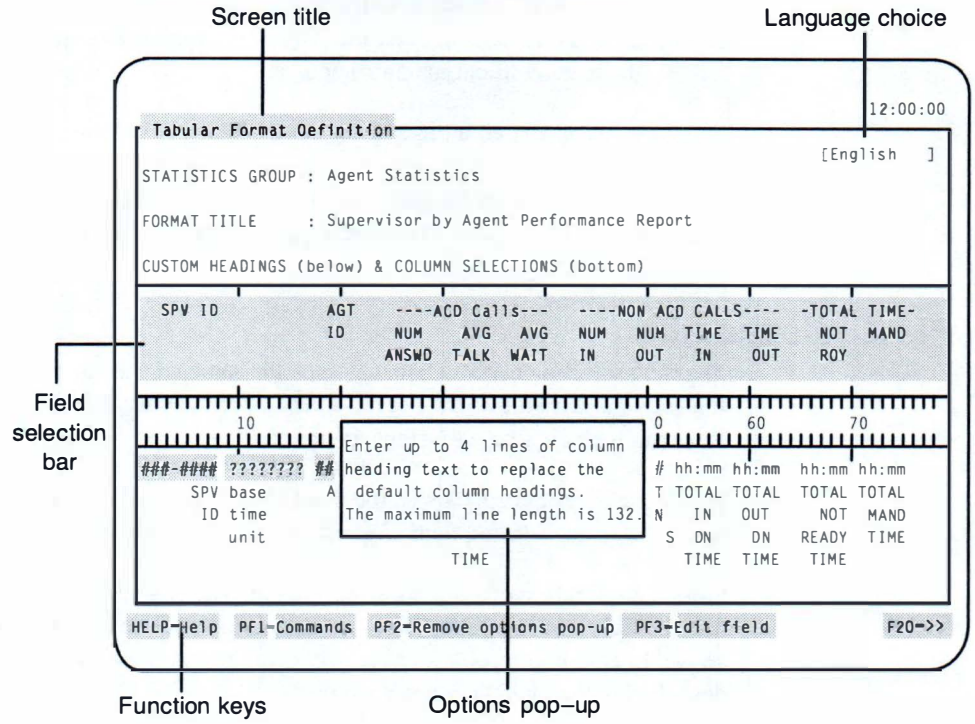
In some Meridian MAX functions, several choices are allowed from the same menu. For example, in Tabular Format Definition you can choose several fields for your report. As the fields are chosen, the field names on the menu are dimmed. If you attempt to select a dimmed choice, an error message is displayed.

Figure 4-5
Common Meridian MAX screen features



In some Meridian MAX functions, choices are required from a series of menus. When you make a choice from the first menu, the next menu is displayed, but the selection number on the first menu remains highlighted. This display helps you keep track of your actions. In Figure 4-5, the supervisor has chosen *"3. Read an existing format"* from the Commands menu and is about to choose *"7. Supervisor by Agent Performance Report"* from the format submenu. Figure 4-6 shows the Supervisor by Agent Performance Report chosen.

Figure 4-6
More common Meridian MAX screen features



Commands menu

The Commands menu offers a menu of the commands that pertain to the screen in use. Press the [Commands] function key to display the Commands menu; press the [Commands] function key again to remove the menu without choosing a command. If you are familiar with the Commands menus for particular screens and do not want to see these menus every time you enter a command, you can choose commands by entering *n*[Commands], where *n* is the number of the item on the menu. For example, the first command on every Commands menu is *"1. Exit..."* This selection exits the current screen and returns the previous screen. 1[Commands] can be used for a faster exit.

Field options

Press the [Options] function key to display the options available for a particular field on a screen. Press the [Options] function key again to remove the menu without making a choice.

Field options appear either in a menu from which you can choose a particular option, or in a window with text that describes the type of input expected in the field (see Figure 4-6). This text remains on the screen while you enter data in the field. Press the [Options] function key again to remove the field option text.

Field selection bar

The field selection bar functions in much the same way as the menu selection bar. Use the arrow keys to select a field you want to edit, input data, choose an option, or change an option.

New input to a field appears on the input/output line as it is typed and is displayed in the selected field after you press {ENTER}.

Press [Edit field] to edit a field. In edit mode, data is displayed as you type it in the field you are editing, not on the input/output line as described above. In edit mode, you also have access to the commands already described in the global commands tables.

Function keys

The function keys available and the functions they perform vary throughout the system. Certain keys, such as {PF2} for options, usually perform the same functions in various screens, but they are not always available. In the first screen of the example, {PF2} has been disabled since the user is in the middle of entering a command and there are no field options available. Other keys perform different functions on different screens.

The list of the function keys always appears on the second last line of the screen. If there is not enough room on this line to display all the available keys, a function key at the very right of the menu is highlighted, indicating more keys are available. Press the highlighted key to see the next set of function keys. When you scroll past the end of the function key list, you are returned to the beginning.

Note: Most sample screens in this document were taken from VT220 workstations. PC screens are used for features that require a PC running MTE. The function key menus on these screens may be slightly different from those on the your workstation.

Input/output line

The bottom line of the screen serves two purposes. All error messages appear highlighted here but disappear when the next key is pressed. In Figure 4-5, the supervisor entered a number that does not appear on the format menu and an error message is displayed.

Most of the information you type is also displayed on this line with the exception of the function keys and the information you enter while editing a field. In Figure 4-6, the supervisor has begun to enter new data for the custom headings. The cursor, here at the end of the input, indicates where the next keystroke appears.

If you make a mistake before pressing {ENTER}, use the backspace key to move back through your input. To correct a field that has already been entered, re-enter the entire field or edit the data already there.

Always press {ENTER} when you have finished your input.

Language choice field

The *Language Choice* field is used when you define a different language version of the same report. This field only appears if your system has more than one language installed. For example, to define a report format in both languages, first define the format in the system's default language. Change the language indicator to the optional language, and enter the headings and report title in the optional language. When the report is saved, Meridian MAX stores the information in both languages. These report definitions can be used by supervisors in their language of choice.

Up to two of the available languages can be installed on a system at one time. English is always one of the installed languages, mainly for support purposes and NAC Release 1 compatibility.

Meridian MAX 6 displays all static language text in the supervisor screens in one language at a time — the supervisor's language. This static text includes supervisor prompts, field names in data entry forms, help text, status line indicators, error messages on the supervisor workstation, etc.

Pop-up windows

Pop-up windows are separate display areas which appear within many screens. Their purpose can be to display information or to provide a work screen which you use while other information is being displayed.

Status indicators

Status indicators are used to make supervisors aware of urgent problems or important system information.

Configuration Control Link

This indicator displays "CC: Down" if the link between the Meridian MAX and the switch is down. The "CC: Not Ready" message indicates that although information is being received from the switch, you cannot perform any Configuration Control functions at this time. The indicator does not appear if the link is up and functioning correctly.

Emergency

This indicator flashes on the screen when an agent, for whom you are responsible, presses the emergency button on his or her ACD telephone set. The signaling agent's name and Position ID are displayed on the status indicator bar at the top of your screen.

High-Speed Link

If the High-Speed Link information flow is interrupted, the clock at the upper right corner of an active supervisor workstation is highlighted. This highlighted status indicates that the Meridian MAX is not receiving any information from the Meridian 1.

If your workstation has Color Customization, do not define the highlighted state in the same color as the Exception screen element.

Report

If you display an ad hoc report on your workstation, the Report Status Indicator informs you of its status. When an ad hoc report is sent directly to the printer, no indication of its status is given.

Report Pending

Report Pending is displayed as Meridian MAX processes the report.

Report Ready

Report Ready is displayed when the report is ready to be viewed.

Report Failed

Report Failed is displayed when the report could not be generated.

Getting started

Logging in

To use Meridian MAX workstations, supervisors and system administrators must first login to the Meridian MAX system using the following procedure:

1 Ensure your workstation is turned on and the login screen is displayed.

2 Type your supervisor ID and press **{ENTER}**.

3 If a password has been entered in the Supervisor Definition option of Parameter Administration, you are prompted for the password after entering your supervisor ID.

4 Type the password and press **{ENTER}**.

Figure 5-1 displays the login screen with the password prompt.

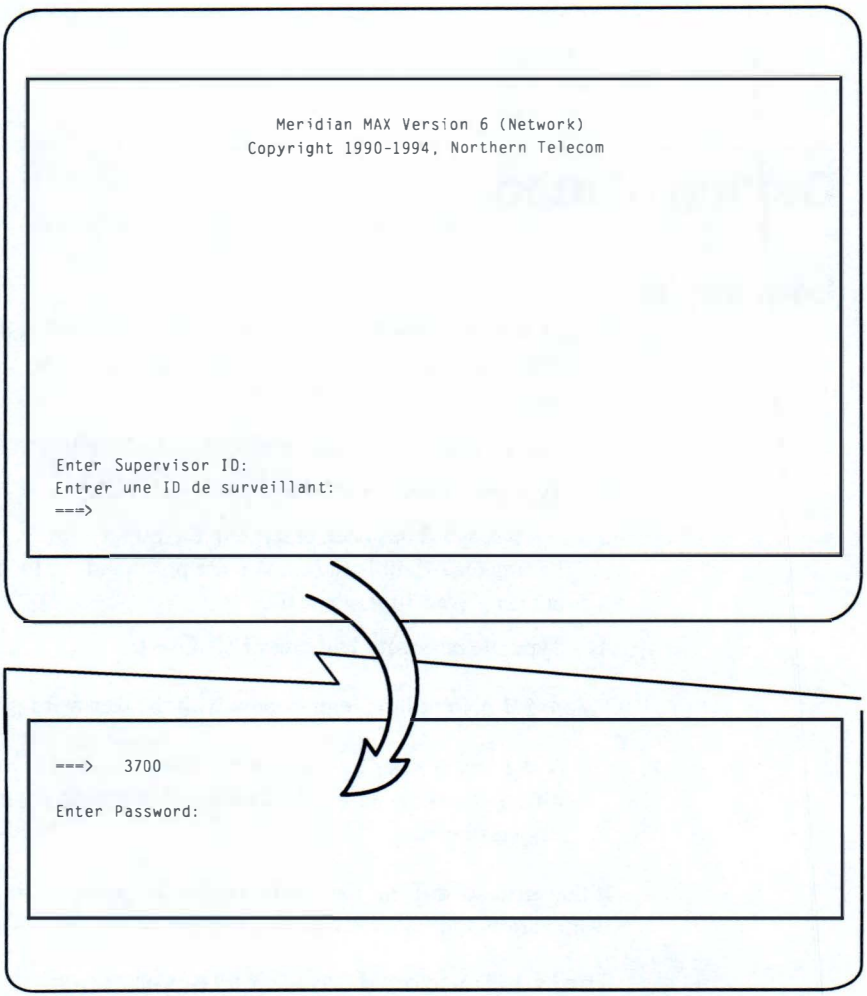
> ***Note*:** When entering a password, uppercase and lowercase letters are differentiated. Entering **MyPassword** is not the same as entering **mypassword**.

If the supervisor ID you are using is already in use by someone at another workstation, the following message appears:

```
The supervisor ID you have selected is already
logged on at another workstation.
      1 Terminate the other session
      2 Select a different supervisor ID
```

Press **1** to complete your login and terminate the other session without warning. Press **2** to cancel your original login attempt and try again. After a moment, the original login screen is displayed. Try to log in again; you may have entered the wrong supervisor ID.

Figure 5-1
Login screen with password prompt



Note: Figure 5-1 is an example of a login screen where the secondary language is French. If your system has two languages installed, this message appears in those two languages.

Supervisor Display Access (SDA)

The Supervisor Display Access (SDA) feature provides an extra supervisor display via the system console or the remote diagnostics modem port. This feature is only available on the Meridian MAX - IPE platform.

Supervisors and system administrators access an SDA session through the System Console Port. The Remote Diagnostics Modem Port is reserved for Northern Telecom support.

Once logged in, the SDA session functions identically to other regular display sessions starting from other I/O ports. Only one SDA session is allowed at any one time. Therefore, if an SDA session is started from the System Console port, a second SDA session cannot be started from the Remote Diagnostics Modem port at the same time.

> ***Note:*** System Console and Maintenance Console are interchangeable terms. Remote Diagnostics Modem is also referred to as Diagnostics Modem and External Modem.

Logging in to an SDA session

An SDA session can be started from the System Console Port. To use the SDA feature, supervisors and system administrators must first login to the Meridian MAX system through the System Console.

1 At the `Console Login:` prompt, type **maxusr** and press **{ENTER}**.

2 Enter the password and press **{ENTER}**. If the SDA session is started successfully, the login screen displayed in Figure 5-1 appears.

If the SDA session cannot be started, the following message appears:

```
Supervisor Display Access session cannot be
started at this time since there is already one
running in another port.

La session d'acces a l'affichage du surveillant
ne peut etre lancee presentement, car il y en a
une autre en cours.
```

Note: The previous message is an example of a system where the installed languages are English and French. Your system displays this message in the languages installed on your system.

3 Follow the normal procedure as if logging in to a regular Meridian MAX workstation.

Other messages may appear. Refer to the *Meridian MAX 6 Maintenance and Diagnostics Guide* (NTP 553-4001-811), "Meridian MAX error messages" chapter.

SDA Password

The **maxusr** account is created with a default password for all new installations, installation upgrades, and platform upgrades. The default password to access this account is **maxsup1**. For security purposes, it is recommended that the system administrator assign a new password to this account via the Maintenance and Administration menu after each new installation, installation upgrade, and platform upgrade. Inform your Northern Telecom support organization of your SDA password change.

Limitations

Input/Output errors

In the unlikely event that I/O errors occur during the SDA session, the port where the SDA session is running may freeze. The port may remain unusable until the system is rebooted. Refer to the *Meridian MAX 6 Maintenance and Diagnostics Guide* (NTP 563-4001-811), "Fault Isolation Checklist" chapter.

Terminals

VT420 or 100% compatible, and VT220 or 100% compatible workstations are supported for this feature. A PC running Reflection 4+ or MTE is not supported. The default terminal type is VT220.

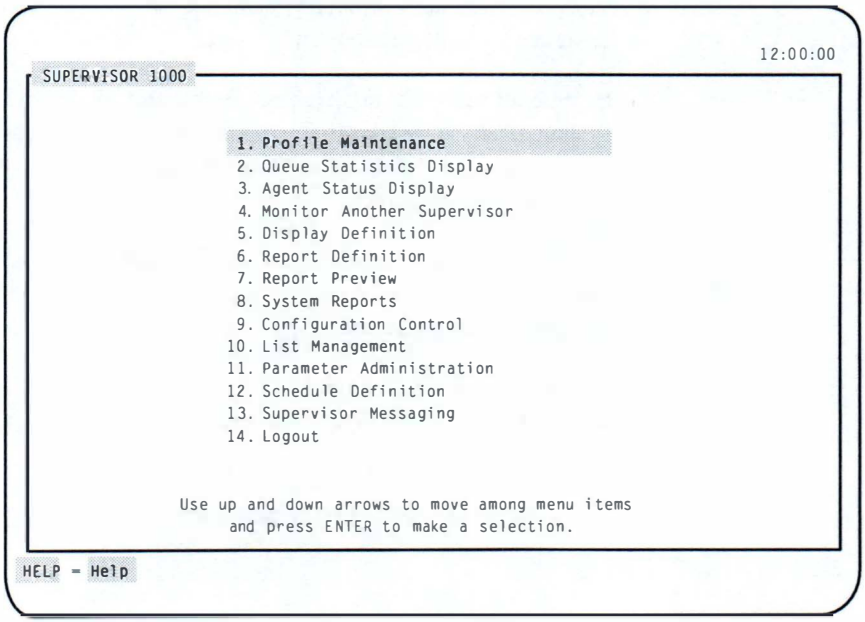
Main menu

When you have successfully logged in, the main menu is displayed (see Figure 5-2). It is a menu of the Meridian MAX features commonly available to supervisors and system administrators. Each of these features is described in detail in the following sections of this document.

Use the menu selection bar to select a feature from the menu. You may then have to make another selection from a submenu before the screen for the feature you have chosen is displayed.

To return to the main menu, press [Commands] and choose *"Exit"* from the Commands menu. Sometimes the [Commands] key is replaced by a key labelled [Exit]. In this case, no Commands menu to display exists.

Figure 5-2
Main menu



Some items on the main menu may be missing from your screen, indicating that your supervisor profile is defined to exclude these functions. Only the system administrator can change profiles to allow different function selections. Even if your profile includes Parameter Administration or Schedule Definition, they may be dimmed on your menu. A dimmed selection means you do not have System Administration access at this time. The Supervisor Messaging feature may also not appear on your screen if you do not have the NAC Connectivity feature enabled.

Setting up your system

Meridian MAX has three operating modes: Training, Precutover, and Product. The recommended mode in which to create your system database is Precutover mode.

Training mode has a simulated database with which you can experiment using the system functions and features.

Precutover mode has no database. Within this mode, you can define your system database without involving the switch. The High-Speed Link does not communicate with the switch in Precutover mode and no calls are received from the switch.

In Product mode, your Meridian MAX system is running. The High-Speed Link is connected to the switch and calls are received, providing your system is properly set up.

For more information on operating modes, refer to the *Meridian MAX 6 Installation Guide* (NTP 553-4001-111), "Operating modes" chapter.

Figures 5-3, 5-4, 5-5, 5-6, and 5-7 depict a Meridian MAX system database set-up flowchart. This chart is only a recommendation.

Figure 5-3
Setting up the Meridian MAX database flowchart—Part 1

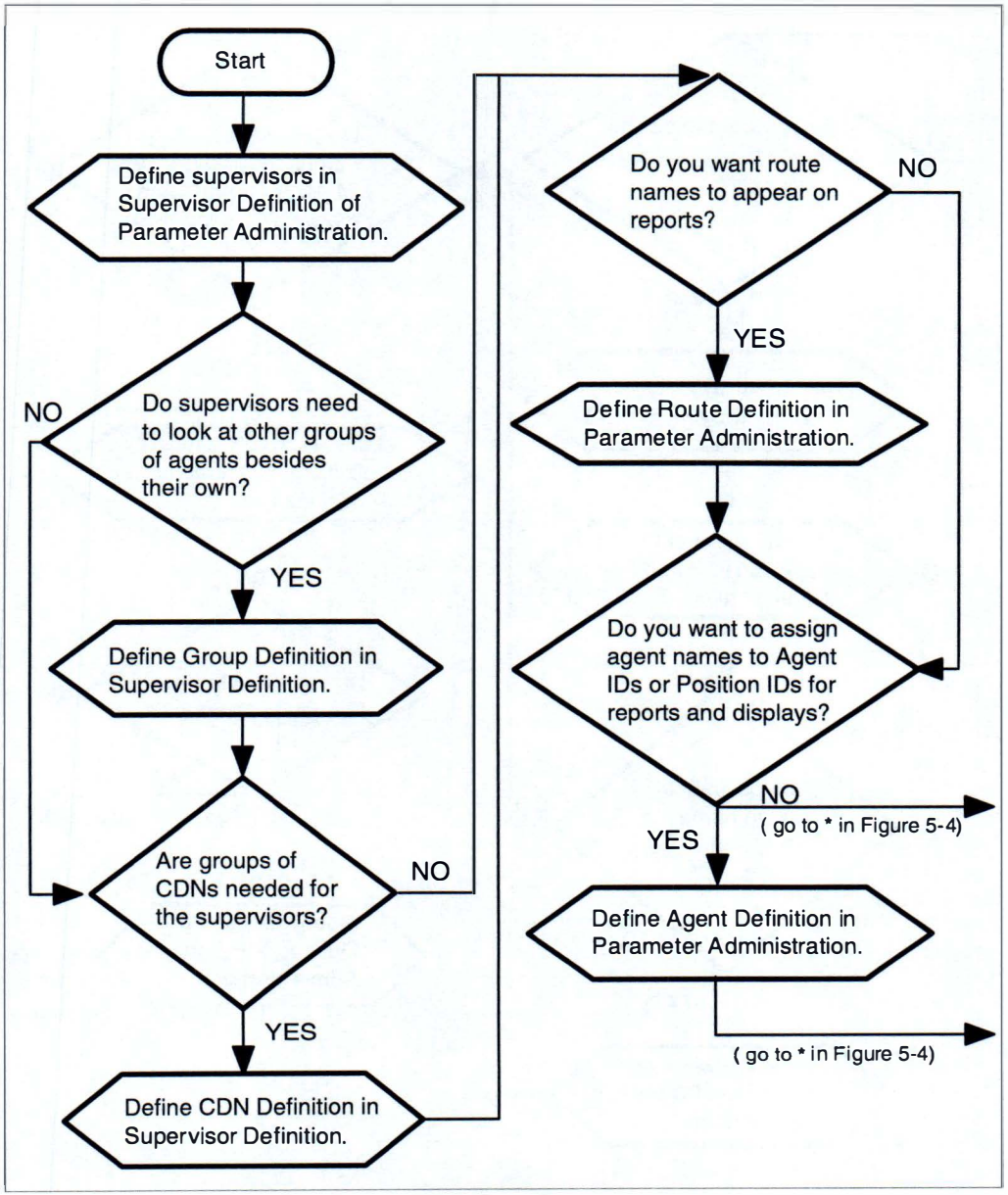


Figure 5-4
Setting up the Meridian MAX database flowchart—Part 2

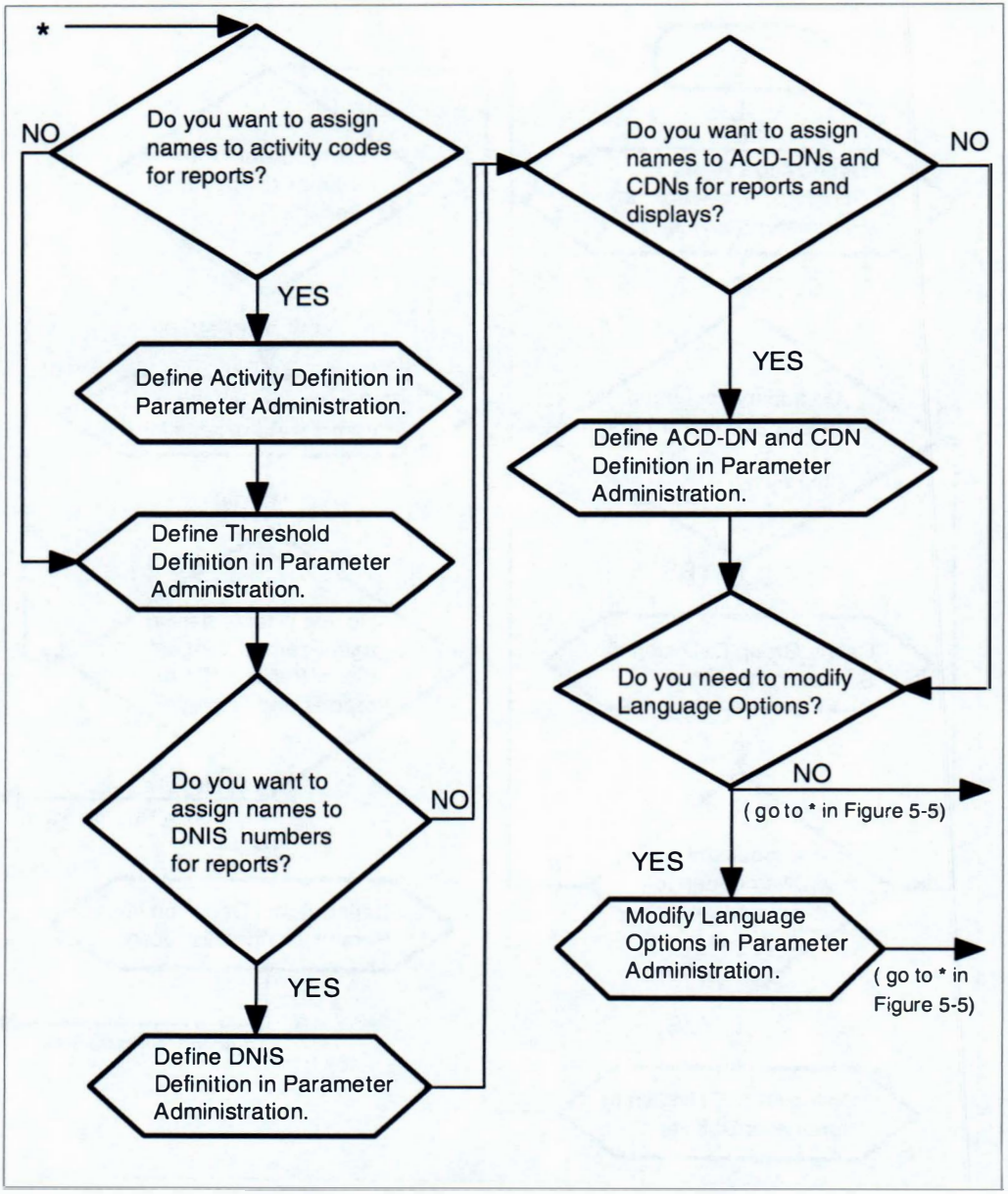


Figure 5-5
Setting up the Meridian MAX database flowchart—Part 3

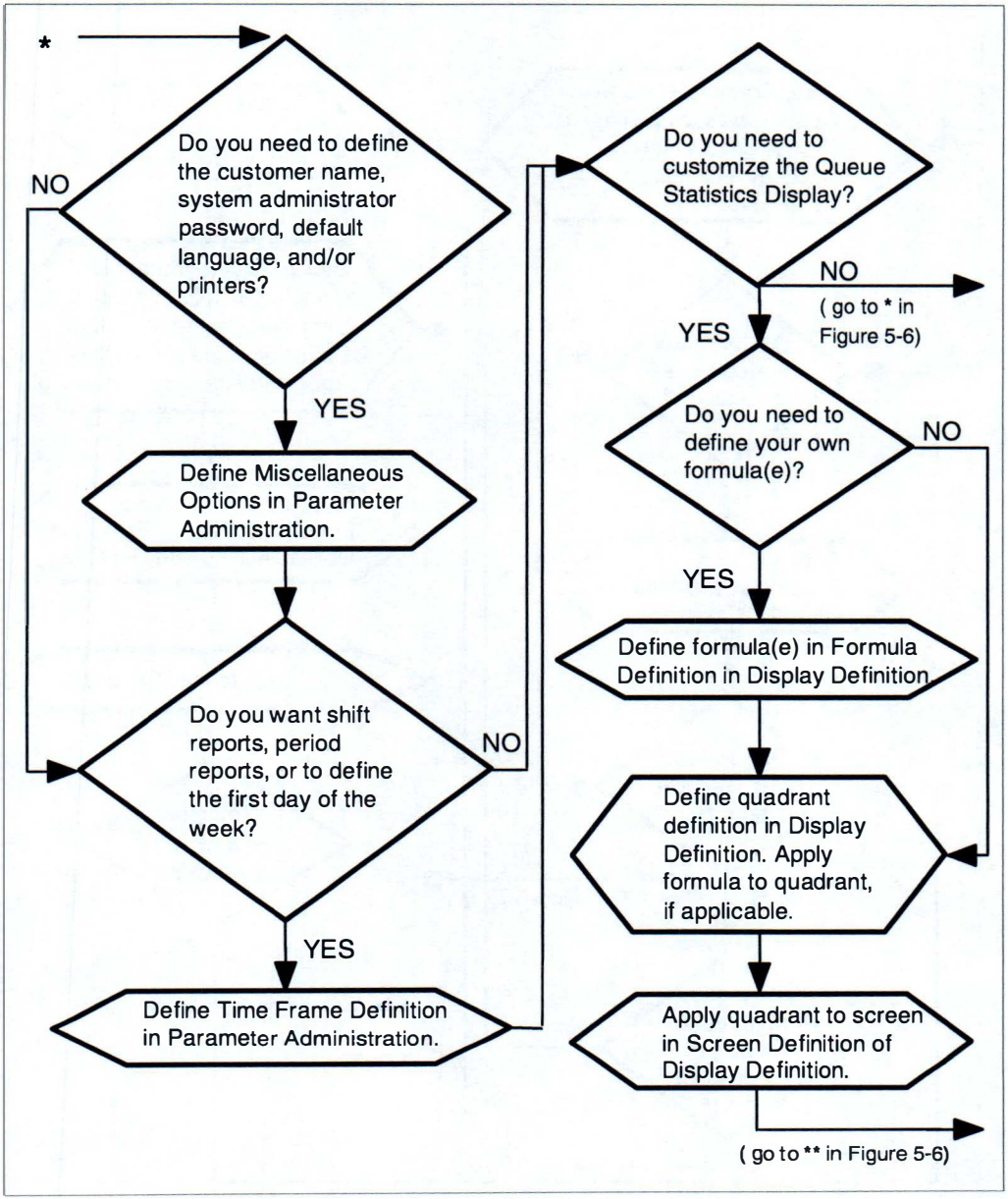


Figure 5-6
Setting up the Meridian MAX database flowchart—Part 4

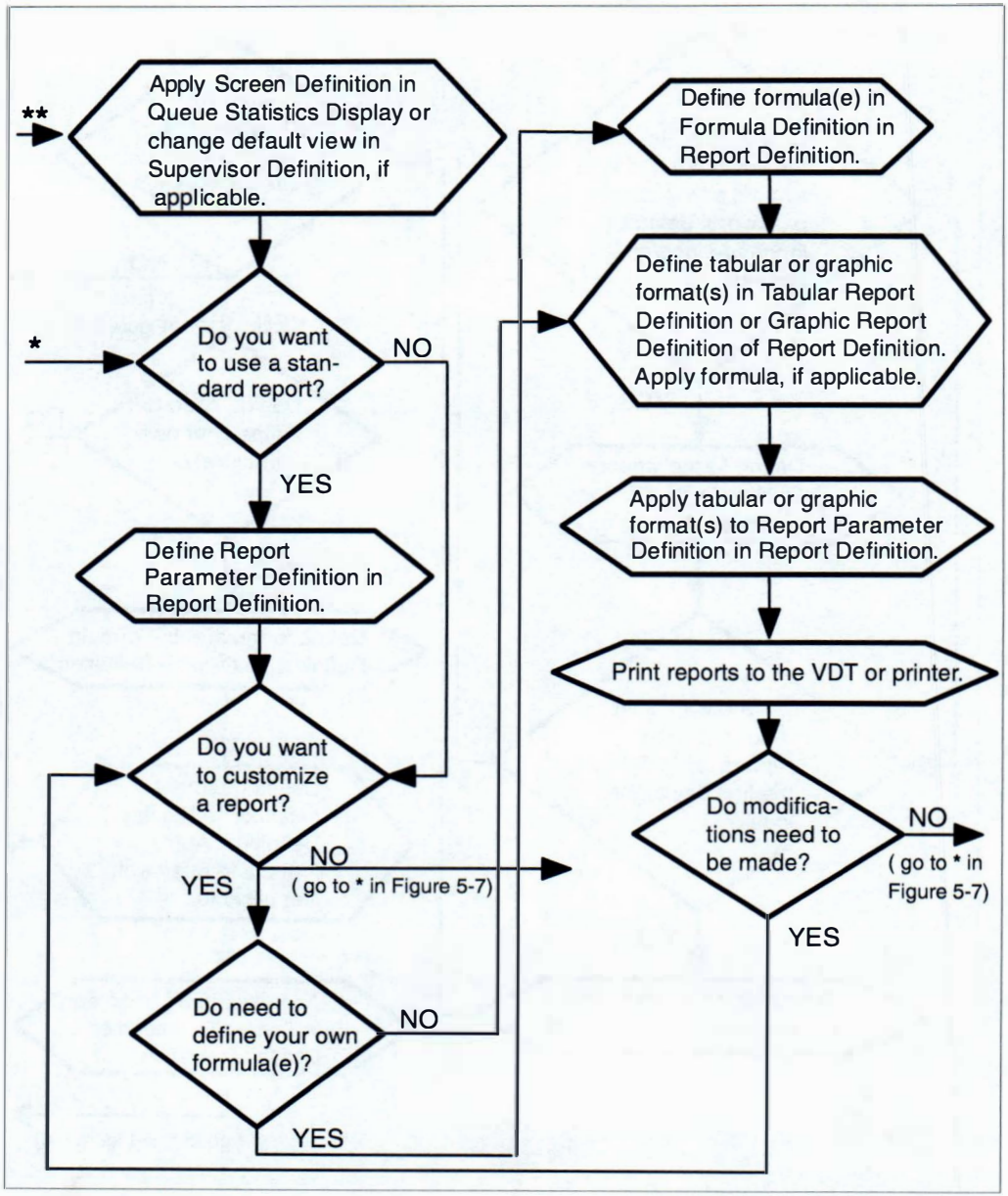
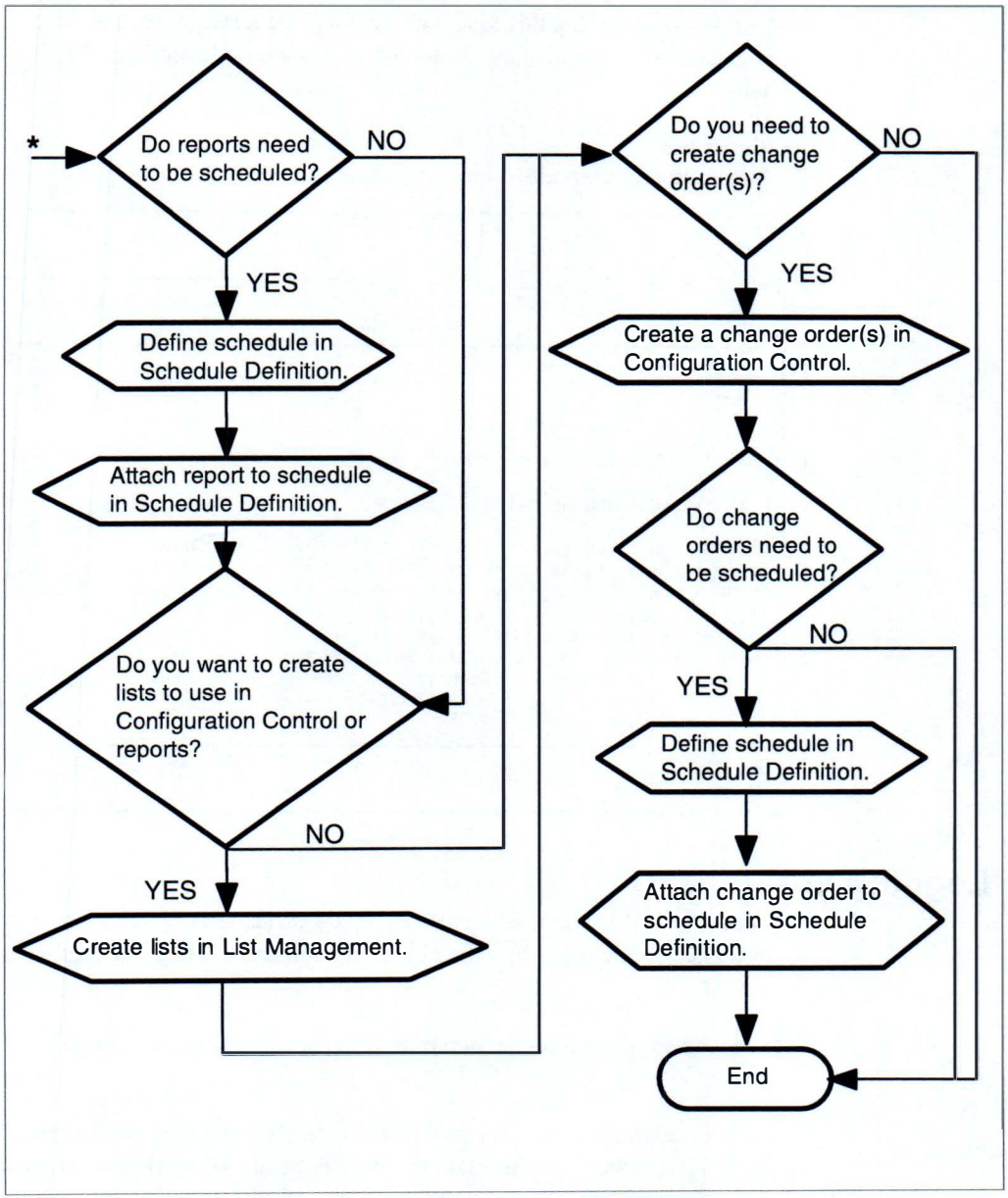


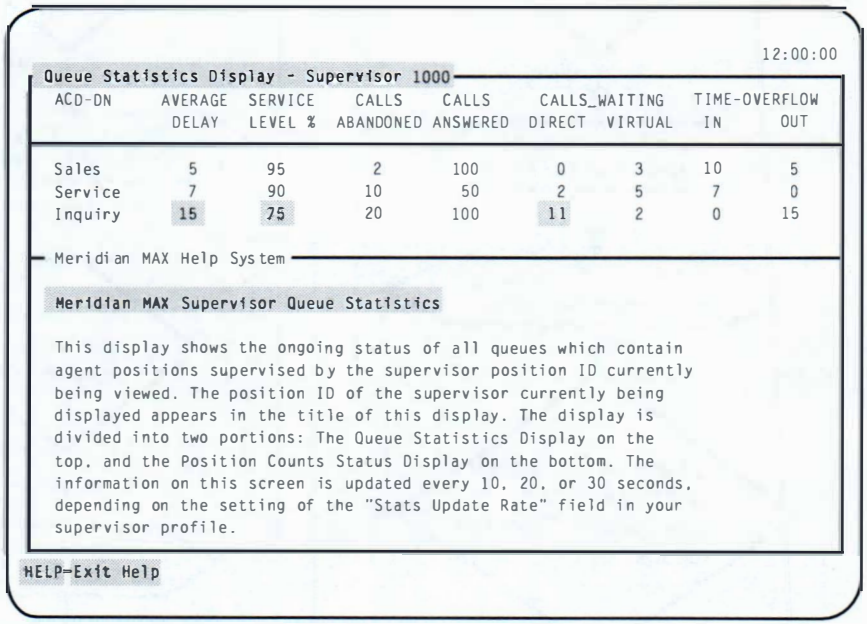
Figure 5-7
Setting up the Meridian MAX database flowchart—Part 5



Help

At all times a [Help] function key is available, labelled at the bottom left of your screen. Pressing this function key brings up a Help screen related to your current screen display. Figure 5-8 shows a sample Meridian MAX help screen.

Figure 5-8
A sample Meridian MAX help screen



Logging out

"Logout" is the final item on the supervisor menu. Choose *"Logout"* to terminate your current Meridian MAX session and return to the login screen.

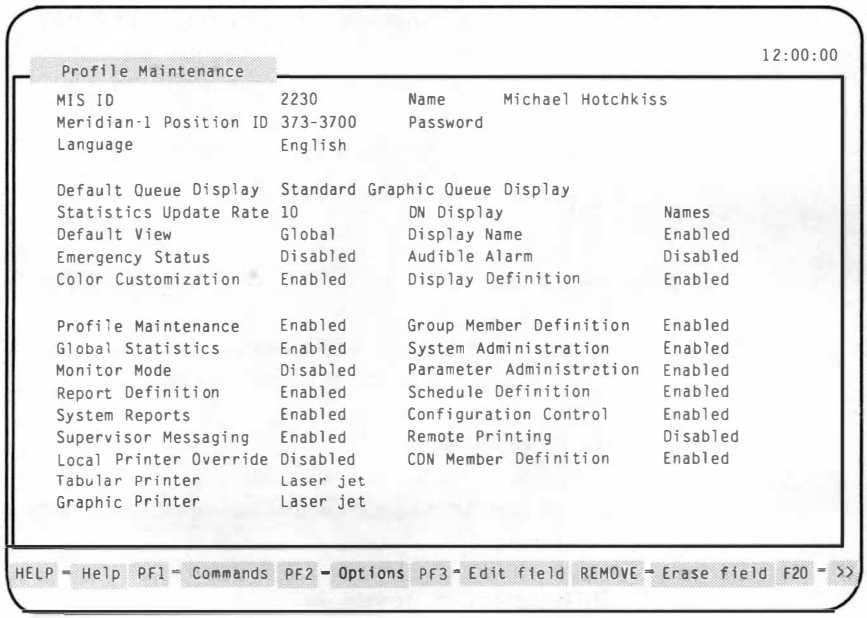
Logging out of an SDA session returns the user to the console login prompt.

Be sure to log out whenever you are not actively using the workstation. Turning your workstation off, or exiting Reflection 4+ or MTE does not log you off the system.

Profile Maintenance

The Profile Maintenance screen (Figure 6-1) lists your login profile. You can select Profile Maintenance from your main menu if the system administrator has enabled it in your supervisor profile. You can modify your profile at any time by changing any of the highlighted fields. Only the system administrator can change the fields that are not highlighted by using the Supervisor Definition feature of Parameter Administration.

Figure 6-1
Profile Maintenance screen



Note: Not all the fields may appear as shown in Figure 6-1. Certain fields may not be offered because of system configurations and security restrictions.

Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

- **Exit (without saving changes)**

  Causes the system to exit from this screen in one of three ways:

  — if changes have not been made during the current session, the system returns to the main menu

  — if changes have been made but not saved, the system returns to the main menu and the changes are lost

  — if changes have been and saved, this prompt appears:

  ```
  Changes to your profile are not made effective
  until after you logout and then login again. Do
  you wish to logout now? (y/n)
  ```

  Enter **y** to log out. The login screen appears. By logging out and logging back in, the system acknowledges the changes in the profile.

  or

  Enter **n** if the profile changes are not to be immediately activated. The system returns to the main menu.

- **Save changes**

  Saves the changes made to the login profile. The system records the changes in the database and leaves the Commands pop-up on the screen.

PF1=Select no command

Removes the Commands pop-up from the screen.

PF2=Options
Displays a description or list of valid entries for a field.

PF2=Select no options
Removes the Options pop-up from the screen.

PF2=Remove options pop-up
Removes the Options pop-up window from the screen.

PF3=Edit field
Allows a field to be edited.

PF3=End editing
Ends the editing process to a field.

Remove=Erase field
Removes the contents of a field.

F6=Change colors
Allows you to enter the Color Customization screen. From there you can define your personal color settings for the screen elements. This key appears only if the *Color Customization* field is enabled.

F7=Group member definition
Allows you to display, alter, or remove the supervisors that make up the group member list. To include a new supervisor in the group member list, enter the supervisor's MSL-1 Position ID in the form ###-#### or #######. This key only appears if the *Group Member Definition* field is enabled.

F8=CDN member definition
Allows you to display, alter, or remove the CDNs that you monitor. To include a new CDN in the CDN member list, enter the CDN number. For a list of current CDNs, press **{F9}** while the CDN member definition form is displayed. This key displays all the current CDNs. This key only appears if the *CDN Member Definition* field is enabled.

Fields

You can modify your profile by changing any of the highlighted fields.

Only system administrators, through the Parameter Administration—Supervisor Definition feature, can change the fields that are not highlighted. These fields are indicated in this section by an asterisk (*).

MIS ID*

The *MIS ID* field displays the supervisor's login ID. It can be any one to four digit number. You always log onto the system using this number.

Name

The *Name* field displays your name.

You are allowed to modify this field but be aware that this name may be seen by other supervisors.

Meridian 1 Position ID*

This optional position ID contains up to seven digits. The Meridian 1 Position ID determines the queues and agents for which you are responsible. A Position ID of 0 (zero) can be used to indicate agents that are not assigned to a supervisor ID.

Defining this field allows access to the Supervisor Queue Statistics Display feature and the Supervisor Agent Status Display feature.

This field can only be changed in the Parameter Administration—Supervisor Definition feature.

Password

The *Password* field is your user-specific password. If you enter a password in this field you are prompted to enter the password at each login. Leaving the field blank bypasses the password prompt at login and displays the main menu as soon as you have finished entering your MIS ID. Since blanks are valid characters in this field, ensure that there has been no password entered by using the [Erase Field] function key.

You can enter any alpha-numeric character string up to 16 characters long. Punctuation and mathematical symbols may be used as well.

Language

The *Language* field contains the language in which you communicate with the system. It defaults to the system default language. This field only appears on multi-lingual systems.

You can select either of the two installed languages from the language menu that appears when the [Options] function key is pressed. If only one language is enabled, this field is not displayed.

Default Queue Display

The *Default Queue Display* field shows the name of the display definition to be used when the supervisor first enters the Queue Statistics Display feature after logging into the Meridian MAX system. The supervisor may select another display definition once in the Queue Statistics Display feature. Subsequent selections are used as the Queue Statistics Display screen until another selection is made or until the supervisor logs out.

The supervisor can choose a standard display definition, any publicly defined custom display definition, or any private display definitions. A pop-up list of available selections appears when the [Options] key is pressed while the cursor is in this field.

Statistics Update Rate

The *Statistics Update Rate* field determines the number of seconds between each screen update while in the Queue Statistics display mode (Supervisor or Global). The default update rate is 30 seconds.

You can select "10", "20", or "30" through the [Options] function key.

DN Display

The *DN Display* field determines whether DNs are shown by name or by number in the real-time and configuration control displays. The default is set to display by number.

You can select "Names" or "Numbers" through the [Options] function key.

Default View

The *Default View* field determines the default real-time display view used when you log on to the Meridian MAX system. This field is either set to Global or Supervisor.

Display Name

The *Display Name* field determines whether your name is displayed as the title of the main menu screen. The default is to display your MIS ID.

You can select "Enabled" or "Disabled" through the [Options] function key.

Emergency Status

The *Emergency Status* field determines whether the agent's name and position ID are displayed in the status bar in the event of an agent emergency. The default is "Disabled".

You can select "Enabled" or "Disabled" through the [Options] function key.

Audible Alarm

The *Audible Alarm* determines whether your workstation beeps during an emergency. The default is "Disabled." Emergency Status must be enabled in order to use this option. Of course, this function does not work at all if your workstation is not equipped with an alarm.

You can select "Enabled" or "Disabled" through the [Options] function key.

Color Customization*

The *Color Customization* field determines if you have access to the Color Customization feature. This field only appears if the Meridian Terminal Emulator is running. If enabled, you can define foreground and background colors for all screen elements. The 16 colors in the palette represent the 16 true colors available on VGA and EGA displays.

This field can be set to "Enabled" or "Disabled".

If the field is set to "Enabled", the [Change Colors] key is displayed. Press this key to enter the Color Customization screen. From there you can define your personal color settings for the screen elements.

Display Definition*

The *Display Definition* field controls whether you have access to the Display Definition function. Display Definition allows you to customize the queue statistics displays. The Display Definition function only appears on the main menu if it is enabled. Your capabilities in this mode are restricted unless you are a system administrator.

Profile Maintenance*

The *Profile Maintenance* field determines whether you can change your profile.

Group Member Definition*

The *Group Member Definition* field determines whether you are a Group Supervisor. If this field is enabled, [Group member definition] allows you to define the supervisor position IDs that belong to your group. Defining one or more supervisor IDs in this field allows the specified supervisor's agent status displays and queue statistics displays to be viewed.

Global Statistics*

The *Global Statistics* field determines whether you have access to the Global View of the queue statistics displays and the agent status display.

System Administration*

The *System Administration* field determines whether you have system administration privileges. Through System administration you are responsible for the maintenance of global definitions such as public report definitions, configuration control change orders, schedule definitions, and parameter administration.

Monitor Mode*

The *Monitor Mode* field determines whether the Monitor Another Supervisor option is available to you.

Parameter Administration*

The *Parameter Administration* field determines whether the Parameter Administration option is available to you. Only a system administrator may change the attributes of this field.

Report Definition*

The *Report Definition* field determines whether the Report Definition option is available to you.

Schedule Definition*

The *Schedule Definition* field determines whether the Schedule Definition option is available to you. Only a system administrator may change the attributes of this field.

System Reports*

The *System Reports* field determines whether the System Reports option is available to you.

Configuration Control*

The *Configuration Control* field determines whether the Configuration Control option is available to you. This field only appears if Configuration Control is enabled.

Supervisor Messaging*

The *Supervisor Messaging* field indicates whether the supervisor has access to the Supervisor Messaging feature. This field only appears if your system has NAC.

This field can be set to "Enabled" or "Disabled".

Remote Printing*

The *Remote Printing* field indicates whether the supervisor has access to the Remote Printing feature. This field only appears if your system has NAC.

This field can be set to "Enabled" or "Disabled".

Local Printer Override

The *Local Printer Override* field allows reports to be sent to a defined local printer, rather than to the default printer. You can move to another PC-based workstation with a local printer attached to it, and the reports you print to your default printer are printed at the local printer.

This field is only available if the PC is running the Meridian Terminal Emulator.

This field can be set to "Enabled" or "Disabled".

CDN Member Definition*

Your system must have the CCR/EAR MIS option enabled before this field appears. If this field is enabled, the [CDN member definition] key allows you to define the CDNs that appear when you access the CDN Statistics Display from the Queue Statistics Display—Supervisor View.

Tabular Printer and Graphic Printer

The *Tabular Printer* field defines the printer to which tabular reports are directed. The *Graphic Printer* field defines the printer to which graphic reports are directed. These printers are only used if the *Output Device* field for ad hoc reports is set to "Default". This setting is defined in Report Definition. System reports are also sent to this printer.

If no printer has been assigned, the report goes to the system default printer.

You can select a printer from the choices available through the [Options] function key. This field defaults to a blank entry unless a printer is specified.

> ***Note:*** Data Stream output devices cannot be used as default tabular or graphic printers.

Queue statistics displays

To access the Queue Statistics Display feature, select it from the main menu.

Standard displays

Six standard queue statistics displays can be available through the Queue Statistics Display feature. The queue statistics displays you can access depend on the options enabled for your system. Each of the six displays shows a different aspect of the ongoing system performance. The six common displays are:

- ACD-DN Statistics Display
- Position Status Counts Display
- Network Overflow Out Call Statistics Display
- Network Overflow In Call Statistics Display
- Time-Overflow Calls Answered Display
- CDN Statistics Display

Display Definition

The Display Definition feature allows supervisors to define the contents and structure of their queue statistics displays. For more information on this feature, refer to the "Display Definition" chapter.

Supervisor and Global views

Statistical information about queues (ACD-DNs) can be presented in two formats in queue statistics displays: Supervisor View and Global View. Both views apply to each queue statistics display. The screen title indicates whether the view is Supervisor or Global.

The Supervisor View of queue statistics displays shows statistics for queues assigned to a specific supervisor. This view presents the information you require to look after the daily concerns of managing staff and accommodating fluctuations in call traffic.

The Global View shows information on all queues in the system. This view gives an overall indication of how the ACD operation is performing. Each display provides information for the whole system, and does not group statistics by supervisor.

The Global View may not appear on your menu. This function is optional for supervisors. The system administrator can restrict its use through the Supervisor Definition function of Parameter Administration.

The information presented in the queue statistics displays vary depending on whether they are in the Supervisor or Global view. Table 7-1 explains what appears in each display under each view.

After logging into the system the first time, and choosing the *"Queue Statistics Display"* feature from the main menu, the system displays the screen defined in the *Default Queue Display* field in your supervisor profile. The view of the screen depends on the setting in your profile.

The queue statistics display that is on the screen when you leave this feature is the screen that appears when you use this feature again, providing you do not logoff first.

Once in the Queue Statistics Display feature, you can select other displays via the [Commands] key.

Table 7-1
Queue statistics displays and views

Display	Supervisor View	Global View
ACD-DN Statistics	Shows statistics for each ACD-DN assigned to a specific supervisor logged in to the workstation.	Shows the vital information for all of the ACD-DNs configured in your system.
Position Status Counts	Shows number of positions in various states for each ACD-DN assigned to a specific supervisor.	Shows the number of positions in various states for all ACD-DNs in the system.
Network Overflow Out Call Statistics	Shows information on calls overflowed to other Meridian 1 switches and calls received from other Meridian 1 switches for each ACD-DN assigned to a specific supervisor logged in to the workstation. This display requires that the NACD option is enabled.	Shows information on the calls transferred to other Meridian 1 switches, as well as the calls received from other Meridian 1 switches. This display requires that the system has the NACD option enabled.
Network Overflow In Call Statistics	Shows information on calls transferred to other Meridian 1 switches, as well as calls received from other Meridian 1 switches, for each ACD-DN assigned to the supervisor logged in to the workstation. This display requires that the system has the NACD option enabled.	Shows information on the calls transferred to other Meridian 1 switches, as well as the calls received from other Meridian 1 switches. This display requires that the system has the NACD option enabled.
Time-Overflow Calls Answered	Shows information on calls time overflowed to other queues, as well as the information on calls received from other queues, for each ACD-DN assigned to the supervisor logged in to the workstation. This display requires that the system has the NACD option enabled.	Shows information on calls time-overflowed to other queues, as well as the information on the calls received from other queues. This display requires that the system has the NACD option enabled.
CDN Statistics	Shows information about each CDN assigned to the supervisor logged in to the workstation. This display requires that the system has the CCR/EAR option enabled.	Shows information about all the CDNs configured in your system. This display requires that the system has the CCR/EAR option enabled.

Display statistics

The statistics for each ACD-DN are displayed by number or by name, depending on the option specified in your supervisor profile. The view of the display depends on the setting in your profile.

Figure 7-1 shows an example of the Supervisor View of the ACD-DN Statistics Display. The bottom of the screen shows the graphic display version of the queue information.

Figure 7-2 depicts an example of the Global View of the ACD-DN Statistics Display.

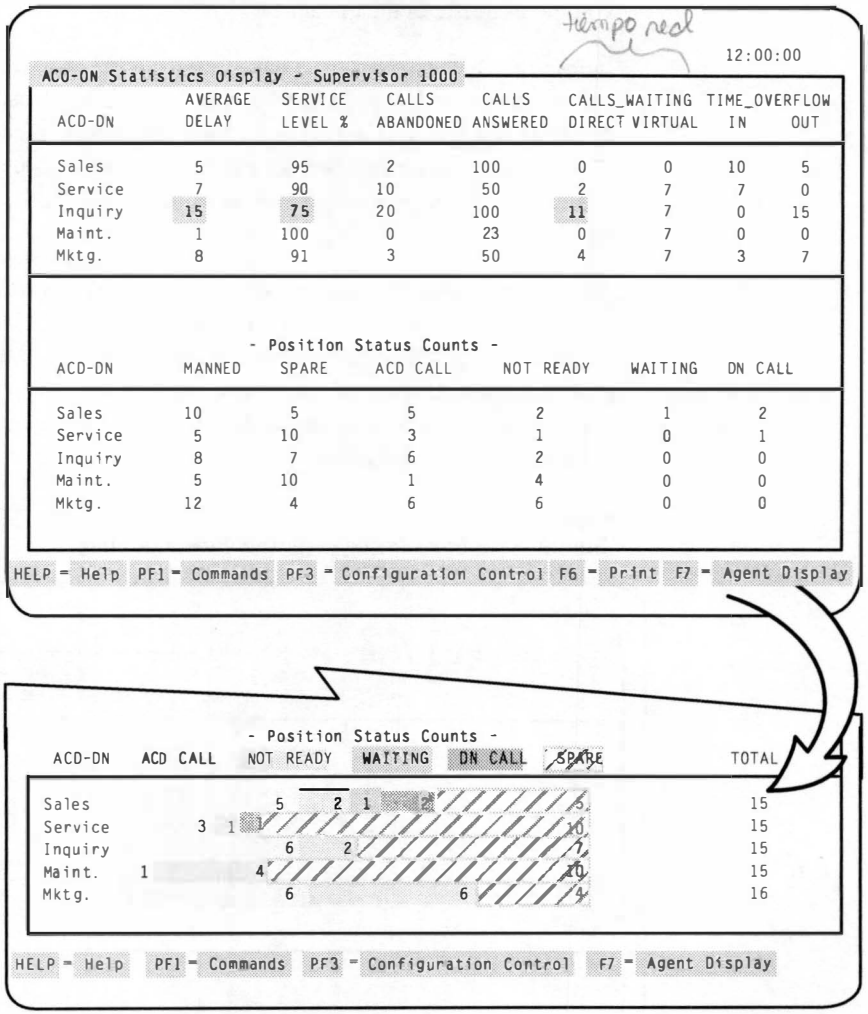
The statistics provide averages and totals that are calculated based on the data received during the previous 10 minutes, with the exception of the *Calls Waiting* field which shows the current value.

The information on the screen is updated every 10, 20, or 30 seconds, depending on the setting of the *Stats Update Rate* field in your supervisor profile.

If you are in the Supervisor View, only queues with agents assigned to you appear.

The Global View can only display a few lines of information at a time. Use the arrow and page keys to scroll through the data.

Figure 7-1
Queue statistics display—supervisor view example



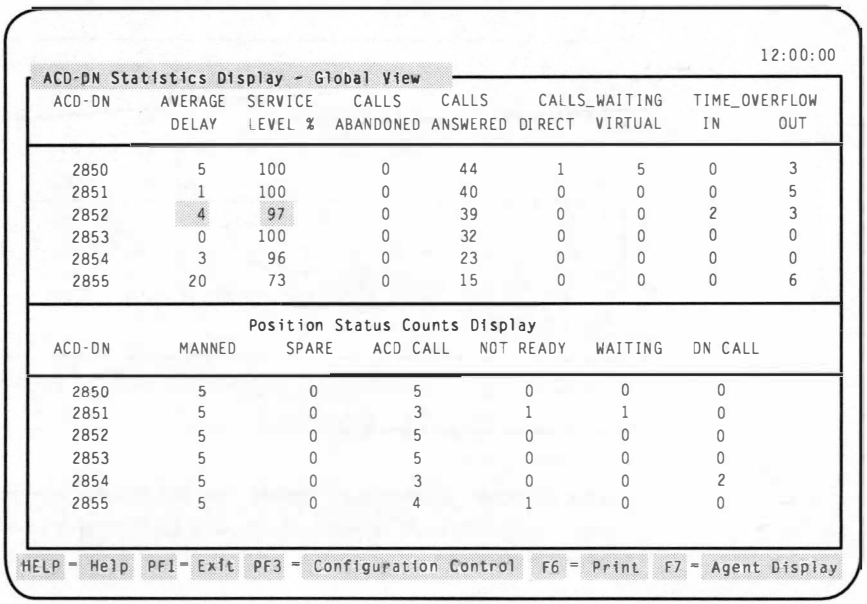
Two of the most important statistics on the display are the *service level* and the *average delay*. The goal is to have a high service level and a low average delay.

The average delay fluctuates for reasons such as agent expertise, working procedures, special events, the type of calls, service offered, and the volume of traffic in the queue.

In Figure 7-1, the Sales queue has a service level of 95%. That is, 95% of calls are answered or abandoned within the defined threshold. The average delay for that queue is only five seconds, meaning that customers wait five seconds before their calls are answered. Also, no calls are waiting in this queue. Finally, only two calls were abandoned during the last 10 minute period.

The Inquiry queue is answering only 75% of the calls within the defined threshold after an average 15-second delay. There are 11 calls waiting in the queue. Also, 20 calls have abandoned during the last 10 minute period. The performance of this queue may seem less than satisfactory. However, the eight agents in the Inquiry queue answered the same number of calls as the 10 agents in the Sales queue.

Figure 7-2
Queue statistics display—global view example



12:00:00

ACD-DN Statistics Display - Global View

ACD-DN	AVERAGE DELAY	SERVICE LEVEL %	CALLS ABANDONED	CALLS ANSWERED	CALLS_WAITING DIRECT	CALLS_WAITING VIRTUAL	TIME_OVERFLOW IN	TIME_OVERFLOW OUT
2850	5	100	0	44	1	5	0	3
2851	1	100	0	40	0	0	0	5
2852	4	97	0	39	0	0	2	3
2853	0	100	0	32	0	0	0	0
2854	3	96	0	23	0	0	0	0
2855	20	73	0	15	0	0	0	6

Position Status Counts Display

ACD-DN	MANNED	SPARE	ACD CALL	NOT READY	WAITING	DN CALL
2850	5	0	5	0	0	0
2851	5	0	3	1	1	0
2852	5	0	5	0	0	0
2853	5	0	5	0	0	0
2854	5	0	3	0	0	2
2855	5	0	4	1	0	0

HELP = Help PF1 = Exit PF3 = Configuration Control F6 = Print F7 = Agent Display

Function keys

The Queue Statistics Display feature does not use the generic definitions for its function keys. Both the Supervisor and Global views use the same set of function keys.

Help=Help

This function key provides information regarding this feature and its fields.

PF1=Commands

This function key displays a list of commands when pressed. Only commands that are not dimmed may be selected.

The following section describes the commands that appear in the Commands pop-up menu.

- **Exit**
  This command closes the queue statistics display screen and returns to the main menu. This command always appears and can always be selected.
- **Supervisor View**
  This item appears in the menu if you have at least one supervisor position ID defined in your Supervisory group. The supervisor view displays only the queues associated with the supervisor position ID. This menu item does not appear if the supervisors have not been assigned Meridian 1 Supervisor IDs in their profiles.

  While in supervisor view, the [Next Supervisor] option key is available to move from supervisor to supervisor within your Supervisory Group, provided it contains more than one supervisor ID. If you are already displaying the supervisor view, this field is ghosted and is not selectable. The [Next Supervisor] function key does not exist in the Global View.

- **Global View**
  This item appears if the Global field is enabled in the supervisor's profile. When the display is in global view mode, all queues in the system are displayed. This menu item appears ghosted if the display is already in global view and is not selectable.

- **Select Another Screen Format**
  This item is used to switch to another pre-defined display screen definition. When this item is selected, a pop-up menu appears from which you can select a new screen display. You can select from standard, public, and your own private displays. The last display screen selected is the screen that is presented whenever the queue statistics display mode is entered, until the supervisor either selects another display screen or logs out.

PF1=Select no command
This function key appears whenever the Commands pop-up window is displayed. Press this key if you don't want to select a command.

PF2=Enter CC window
This function key appears whenever the Configuration Control pop-up window is displayed. It moves the highlight bar into the Configuration Control window and allows you to edit the fields.

PF3=Configuration Control
This function key displays the Configuration Control pop-up window, if Configuration Control is enabled. You can select a configuration control option from the pop-up window. The ad hoc configuration control options are described in the "Configuration Control" chapter.

PF3=Remove CC window
This function key appears whenever the Configuration Control pop-up window is displayed. It removes the pop-up window and expands the statistics display to its original size.

PF3=No selection
This function key appears whenever the Configuration Control pop-up window is displayed. Press this key to remove the Configuration Control pop-up window without selecting a configuration control option.

F6=Print

This function key prints a snap-shot of the statistics display.

F7=Agent Display

This function key allows you to toggle to the real-time agent status display. Once you are in an agent status display, the function key changes to [Queue Display], and allows you to toggle back to the current queue statistics display.

F10=Next Supervisor

This function key, if present, allows you to change the display to another supervisor position in your supervisor group list. The list of supervisors, displayed when you press the [Next Supervisor] key, consists of the ID supplied in the *MSL-1 Position ID* field in your supervisor profile, plus any IDs defined in your group member list.

To display the next supervisor in this list, simply press the key. To access a specific supervisor, type the supervisor position ID number and press the function key. Do not press {ENTER} after the ID number.

F10=Display Execution Queue

This function key appears whenever the Configuration Control pop-up window is displayed. It displays the current contents of the Configuration Control execution queue.

ACD-DN Statistics Display

The ACD-DN Statistics Display shows all of the significant information for the ACD-DNs assigned to a specific supervisor ID. These statistics are based on the last 10 minutes of data. While being viewed, the statistics are updated every 10, 20, or 30 seconds depending on the setting established in the Supervisor Definition function. For more information, refer to the "Parameter administration" chapter.

Fields

The ACD-DN Statistics Display feature uses the function keys as described in the preceding "Function keys" section. The following fields appear whenever the ACD-DN Statistics Display is presented.

ACD-DN

The ACD-DN can be shown as a name or a number. The ACD-DN is shown as a number in the format ###-####, or as the first eight characters of its defined name. The method of display is determined by the option specified in your supervisor profile.

Average Delay

This field shows the average delay, in seconds, experienced by callers before their calls were answered. It includes both local and network time overflowed calls. CCR controlled calls reflect only the delay at the ACD-DN for this calculation. A typical delay objective may be 20 seconds. This delay is only measured from the time the call enters the queue until it is answered. In Figure 7-1, the Sales and Maintenance queues have low average delays, while the Inquiry queue has the highest.

Service Level %

This is the percentage of calls that were answered or abandoned within the number of seconds specified by the maximum delay (TSF) threshold. It includes all overflowed and CCR controlled calls where only the delay at the ACD-DN is considered. The system administrator sets the maximum delay threshold through Parameter Administration. A typical service-level objective is 80%; if the maximum delay threshold is set at 20 seconds, this means 80% of all calls were answered or abandoned within 20 seconds. In Figure 7-1, four queues provide very good service; but on the Inquiry queue, only 75% of the calls were answered or abandoned within the defined threshold.

Calls Abandoned

This field shows the number of callers, not controlled by CCR, that hung up before reaching an agent. In Figure 7-1, only two calls were abandoned on the Sales queue, compared to 20 on the Inquiry queue. The delay on the Inquiry queue was probably too long for these callers.

Calls Answered

This field shows the number of calls answered by agents logged into the queue, including calls overflowed into this queue from other queues. It is calculated based on the last 10 minutes of queue activity.

Calls_Waiting Direct

This field shows the number of calls waiting to be answered in a queue. It does not include Enhanced Overflow or CCR calls in queue. In Figure 7-1, the Sales and Maintenance queues have no calls waiting, while the Inquiry queue has 11 calls waiting.

Calls_Waiting Virtual

This field shows the number of Enhanced Overflow and/or CCR calls waiting to be answered by a queue. These calls can be assigned to several queues at the same time. The call is answered by the queue with the first available agent.

Time_Overflow In

This field shows the number of time overflowed calls from another queue that have been answered by agents of this queue.

Time_Overflow Out

This field shows the number of calls that have reached the time-overflow threshold in this queue and have been answered by agents of another queue.

Highlighting

In order to alert supervisors to potential problems, the following statistics on the queue statistics display are highlighted when established thresholds are reached:

- Average Delay
- Service Level %
- Calls Waiting

  Note: If the thresholds for Average Delay and Calls Waiting are set to zero (0), these statistics are never highlighted. If the threshold for Service Level is set to 100%, this statistic is never highlighted.

An exception state appears on your screen when thresholds are exceeded. On monochrome VDTs, this exception state is indicated in reverse video. On color workstations running the Meridian Terminal Emulator, the exception condition is indicated by whatever color you set for "Exception" through the Color Customization feature. For more information on Color Customization, refer the "Color Customization" chapter.

When the value of the statistic falls within the threshold, it appears as normal text on the next screen update.

The thresholds are defined by the system administrator through Parameter Administration.

In Figure 7-1, three statistics have been highlighted for the Inquiry queue. The average delay is too high and the service level percent is too low, and too many calls are waiting to be answered.

Position Status Counts Display

Agent position activity counts are shown on the bottom portion of the queue statistics display. The information is updated every 10, 20, or 30 seconds, depending on the setting of the *Stats Update Rate* field in your supervisor profile.

Function keys

The Position Status Counts Display feature uses the function keys as described in the preceding "Function keys" section.

On color screens the horizontal bars and the graph legend are color-coded. In this monochrome example, the different statuses are represented by different combinations of shades and underlines. The number on each bar is the precise status count for that bar. The graph is scaled so that the queue with the largest number of positions assigned occupies the entire width. If the queue display requires more than one screen, use the arrow and page keys to scroll through the data.

Fields

The Position Status Counts Display can appear in either Numeric or Graphic format. The following fields appear whenever the Position Status Counts Display is on the screen:

ACD-DN

The ACD-DN can be shown as a name or a number. The ACD-DN is shown as a number in the format ###-####, or as the first eight characters of its defined name. The method of display is determined by the option specified in your supervisor profile.

Manned

This field shows is the number of agent positions currently assigned to the queue. The positions in undefined status are included in the total.

Spare

This field shows the number of positions assigned to a queue that are not currently manned. In Figure 7-1, the Sales queue has five spare positions.

ACD Call

This field shows the number of agents currently working on ACD calls. In Figure 7-1, five agents in the Sales queue are active on ACD calls.

Not Ready

This field shows the number of agents currently in the Not Ready state doing post-call work relating to their ACD calls. It also includes agents who have just logged in and are still in the Not Ready state and are, therefore, not available to take ACD calls. In Figure 7-1, two of the fifteen agents in the Sales queue are in the Not Ready state.

Waiting

This field shows the number of agents currently idle or in a reserved state. This state is possible only if there are no calls in the queue. In Figure 7-1, one agent in the Sales queue is waiting for an ACD call. The number of calls waiting in the queue is zero.

DN Call

This field shows the number of agents currently involved in calls other than ACD calls. These could be calls on DN keys, or calls to or from supervisors. The example shows two agents in the Sales queue on other calls.

Total

When using the standard display format, this field shows the total number of positions manned plus those in the spare state. It does not include positions in the consult state. This only appears when the Position Status Counts Display is in the graphic format. However, since the format can be changed (refer to the "Display Definition" chapter), this field actually represents the sum of the five fields chosen in the format.

Network Overflow In Call Statistics Display

The Network Overflow In Call Statistics Display appears in the upper half of the screen in Figure 7-3, and shows the statistics for calls received from other Meridian 1 nodes in the network. If your Meridian 1 system is not equipped with the ISDN package, no network call overflow is possible. The Network Overflow In Call Statistics Display is available, but is filled with zeros.

Function keys

The Network Overflow In Call Statistics Display uses all of the function keys described at the beginning of this chapter.

Fields

The following fields appear on your screen in this feature:

ACD-DN

The ACD-DN can be shown as a name or a number. The ACD-DN is shown as a number in the format ###-####, or as the first eight characters of its defined name. The method of display is determined by the option specified in your supervisor profile.

Average Delay Nodal

This field shows the average delay between when a call was offered to your ACD-DN and when it was answered by one of your agents. It is the portion of the total delay for which you are responsible, and is therefore the value used to calculate the service level %.

Average Delay Total

The total average delay experienced by your callers. It includes both the time waiting at the originating ACD-DN and the time waiting at your ACD-DN.

Service Level %

The number of calls answered or abandoned within the number of seconds specified by the maximum delay threshold. Only the time a call spent waiting to be answered by your ACD-DN is considered.

Calls Answered

The number of network calls answered by your ACD-DN.

Calls Waiting

The number of network calls still waiting to be answered by your ACD-DN.

Network Overflow Out Call Statistics Display

The Network Overflow Out Call Statistics Display appears in the lower half of the screen in Figure 7-3, and shows the statistics for calls rerouted to other Meridian 1 nodes in the network. If your Meridian 1 system is not equipped with the ISDN package, no network call overflow is possible. The Network Overflow Out Call Statistics Display is available, but is filled with zeros.

Function keys

The Network Overflow Out Call Statistics Display uses all of the function keys described at the beginning of this chapter.

Fields

The following fields appear on your screen in this feature:

ACD-DN

The ACD-DN identifies the line of statistics. The ACD-DN can be shown as a name or a number. The ACD-DN is shown as a number in the format ###-####, or as the first eight characters of its defined name. The method of display is determined by the option specified in your supervisor profile.

Average Delay

The total average delay experienced by your callers. It includes both the time waiting in your node and the time waiting in the network.

Calls Networked

The number of calls offered to the network.

Calls Abandoned

The number of calls abandoned after having been offered to the network.

Calls Answered

The number of calls answered at another node after having been offered to the network. This means a call, which is offered to the network, may be answered locally and not included in this field value.

Calls Waiting

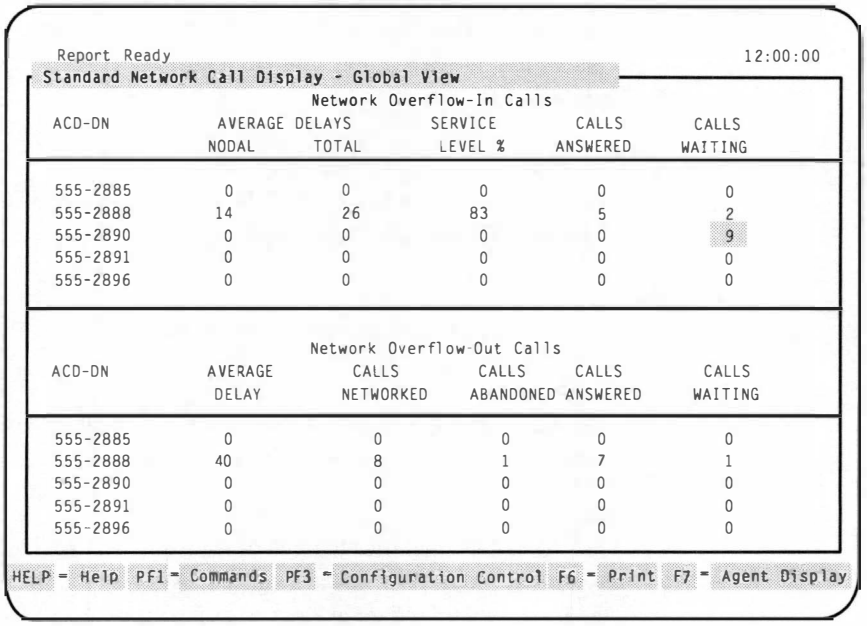
The number of calls offered to the network still waiting to be answered.

Highlighting

NACD highlights a *Calls Waiting* value if the number of network calls coming in from the network exceeds the defined threshold. The *Calls Waiting* value for calls overflowing to the network is not highlighted.

NACD also highlights an ACD-DN if it is offering calls to the network.

Figure 7-3
Network call statistics queue display



Time-Overflow Calls Answered Display

After choosing "*Time-Overflow Calls Answered Display*" from the Commands menu, you are prompted with a submenu of your system's ACD-DNs. For the ACD-DN you choose, the Time-Overflow Calls Answered Display provides a graphical display of all the ACD-DNs on the network from which calls are arriving or to which calls are being sent .

In Figure 7-4, for example, ACD-DN 555-2888 received a total of 18 calls from other ACD-DNs, 13 of these calls overflowed from local ACD-DNs and five overflowed from ACD-DN 555-2888 and were answered by queues in node 646. Eight calls from queue 2888 overflowed out to other queues.

Function keys

The Time-Overflow Calls Answered Display uses all of the function keys described at the beginning of this chapter.

Fields

The following fields appear on your screen:

Node

This field identifies the node that the ACD-DN (identified in the next field) belongs to. This field is blank for local ACD-DNs.

ACD-DN

The ACD-DN identifies the line of statistics. The ACD-DN can be shown as a name if the ACD-DN is local. The ACD-DN is shown as a number in the format ###-####, or as the first eight characters of its defined name. The method of display is determined by the option specified in your supervisor profile.

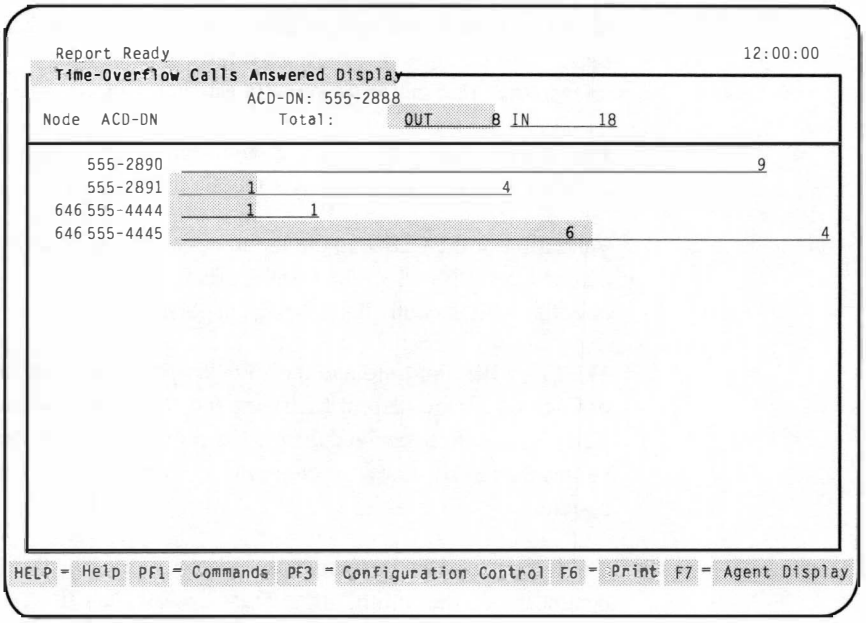
Total: Out

This field identifies the total number of calls that time overflowed out of this ACD-DN to pre-defined target queues in the network.

Total: In

This field identifies the total number of calls that time overflowed into this ACD-DN which was defined as a target queue for other queues in the network.

Figure 7-4
Time-Overflow Calls Answered Display screen



CDN Statistics Display

This feature is only available if you have the CCR/EAR MIS option running on the Meridian 1 switch. The *CDN Statistics Display* field in the Supervisor Definition feature must also be enabled. For more information, refer to the "Parameter Administration" chapter.

The CDN Statistics Display, shown in Figure 7-5, displays the ongoing status of all CDNs in your CDN member definition.

Validation of the CDNs in the member definition is only performed against the switch CDNs when the CDN Statistics Display is selected, resulting in only the valid switch CDNs being displayed.

The *Calls Waiting* field and the CDN's operation mode indicator (Default or Controlled) are current each time the screen is updated. The remaining statistics use data received during the previous 10 minutes to calculate the values displayed. These calculations are repeated each time the screen is updated.

The information on the screen is updated every 10, 20, or 30 seconds, depending on the setting of the *Stats Update Rate* field in your supervisor profile.

While a CDN is in Default mode, the calls to that CDN terminate to the CDN's default ACD-DN. Consequently, the statistics for a CDN in Default mode appear within the default ACD-DN's statistics. The *Call Termination: Busy* field includes statistics from a CDN in Default mode. All other fields show only the statistics for CDNs in Controlled mode.

Function keys

The Control DN Statistics Display uses all of the function keys described at the beginning of this chapter.

Fields

When thresholds are exceeded, an exception state is indicated on your display. On monochrome VDTs, this exception state is indicated in reverse video. On color workstations running the Meridian Terminal Emulator, the exception condition is indicated by whatever color you set for "Exception" through the Color Customization feature. For more information on Color Customization, refer the "Color Customization" chapter.

The following fields appear on the screen in this feature.

Control DN

The Control DN is shown as a number in the format ###-####, or as the first eight characters of its defined name, depending upon the CDN's definition.

The CDN can be in Default mode or Controlled mode. If it is in Default mode, calls to the CDN terminate to the CDN's default ACD-DN. CDNs in Default mode are indicated by a diamond indicator (◊) to the right of the CDN's name/number. If the CDN is in Controlled mode, the CCR/EAR application directs the treatment of the calls.

For more information on CDN Default mode and Controlled mode, refer to the *CCR User Guide* (P0729367).

Average Delay

This field shows the average delay, in seconds, experienced by callers before their calls were answered. It is calculated based on data from the previous 10 minutes. The number of calls being used in this calculation are shown in the *Call Termination: Answered* field.

Service Level %

This field shows the percentage of Control DN calls that were answered or abandoned within the number of seconds specified by the maximum delay (TSF) threshold. It is calculated for the last 10 minutes of CDN activity. The system administrator sets the maximum delay threshold through Parameter Administration. A typical service-level objective is 80%; if the maximum delay threshold is set at 20 seconds, this means 80% of all calls are answered or abandoned within 20 seconds.

Calls Waiting

This field shows the number of calls in queue at the Control DN. Incoming calls to a CDN operating in default mode do not queue at the CDN, so they are not reflected in this field.

Call Termination: Abandoned

This field shows the number of calls accepted by a CDN in controlled mode that were not answered because the caller hung up.

Call Termination: Answered

This is the number of calls accepted by a CDN in controlled mode that were answered.

Call Termination: Busy

This field shows the number of CDN calls that received the "Force Busy" CCR script and command, plus the number of calls that were busy because of the call ceiling. The CDN can be in Default or Controlled mode. Force busy only applies to controlled calls, while the call ceiling only applies to default calls.

Call Termination: Route

This field shows the number of CDN calls given the "Route To" or "Give IVR" CCR script and command, and were then transferred to an IVR application.

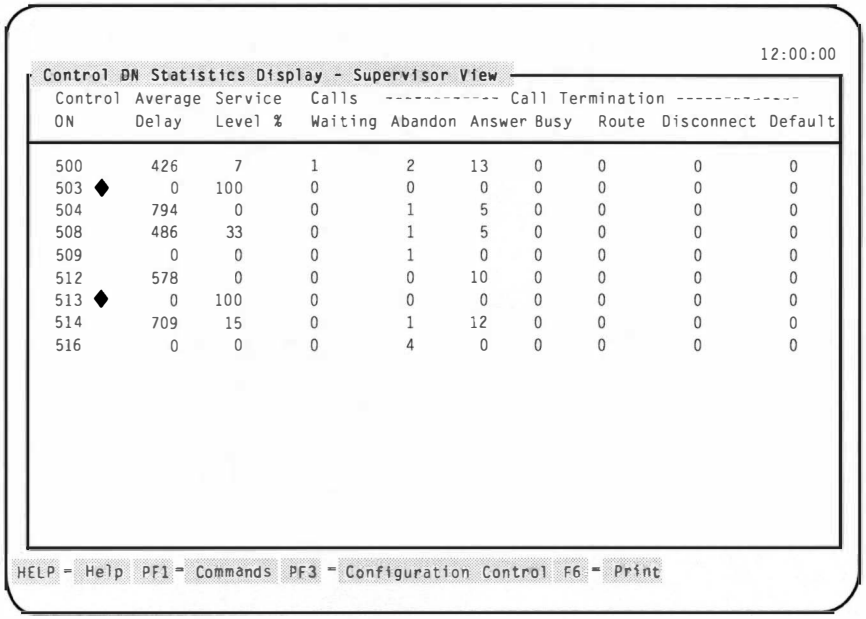
Call Termination: Disconnect

This is the number of CDN calls given the "Force Disconnect" CCR script and command.

Call Termination: Default

This field shows the total number of calls directed to the Default ACD-DN. A diamond icon appears to the right of the CDN when it is in default mode.

Figure 7-5
Control DN statistics display–supervisor view example



12:00:00

Control DN Statistics Display - Supervisor View

Control DN	Average Delay	Service Level %	Calls Waiting	Call Termination: Abandon	Answer	Busy	Route	Disconnect	Default
500	426	7	1	2	13	0	0	0	0
503 ◆	0	100	0	0	0	0	0	0	0
504	794	0	0	1	5	0	0	0	0
508	486	33	0	1	5	0	0	0	0
509	0	0	0	1	0	0	0	0	0
512	578	0	0	0	10	0	0	0	0
513 ◆	0	100	0	0	0	0	0	0	0
514	709	15	0	1	12	0	0	0	0
516	0	0	0	4	0	0	0	0	0

HELP = Help PF1 = Commands PF3 = Configuration Control F6 = Print

Agent status displays

Agent status displays present information on the real-time status of agent positions in the system. To access these displays, select the *"Agent Status Displays"* feature from the main menu.

Supervisor and Global views

The two views of an agent status display—Supervisor and Global—present the information in different formats. Both displays show the status of each position, the name of the agent assigned to each position, and the queue in which each agent is working.

The Agent Status Display—Supervisor View, Figure 8-1, shows the status of all the agents assigned to the supervisor position ID currently being viewed. The agents are grouped by ACD-DNs. The position ID or name of the supervisor accessing the display appears in the title status bar at the top of the display.

The Agent Status Display—Global View, Figure 8-2, gives a real-time indication of the status of all agent positions in the system. This display has the same statistics and screen layout as the Agent Status Display—Supervisor View.

To view the entire content of the Agent Status Display—Global View, use the arrow keys and page keys to scroll through the data. The Global View is optional and may not appear in your menu. The system administrator can restrict its use through the Supervisor Definition option of Parameter Administration.

Figure 8-1
Agent status display—supervisor view

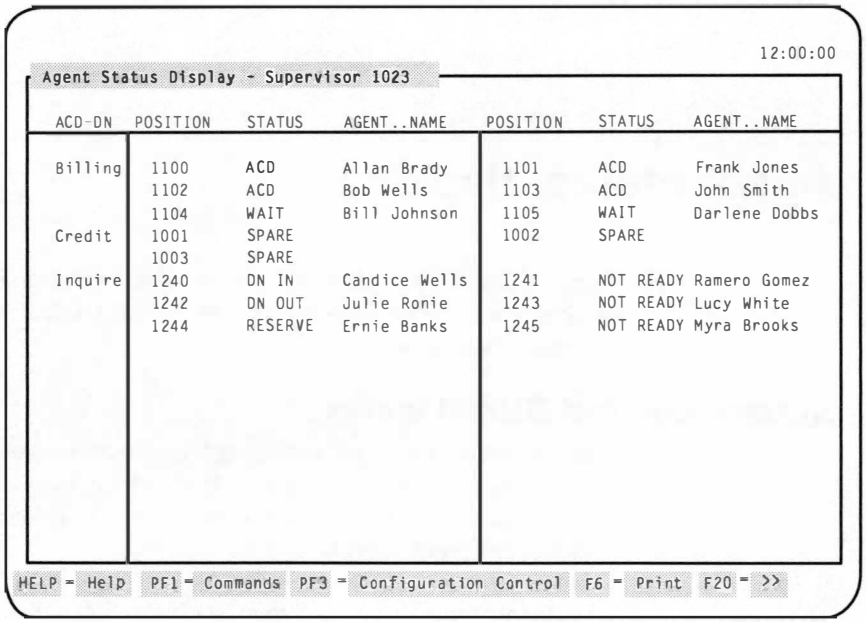
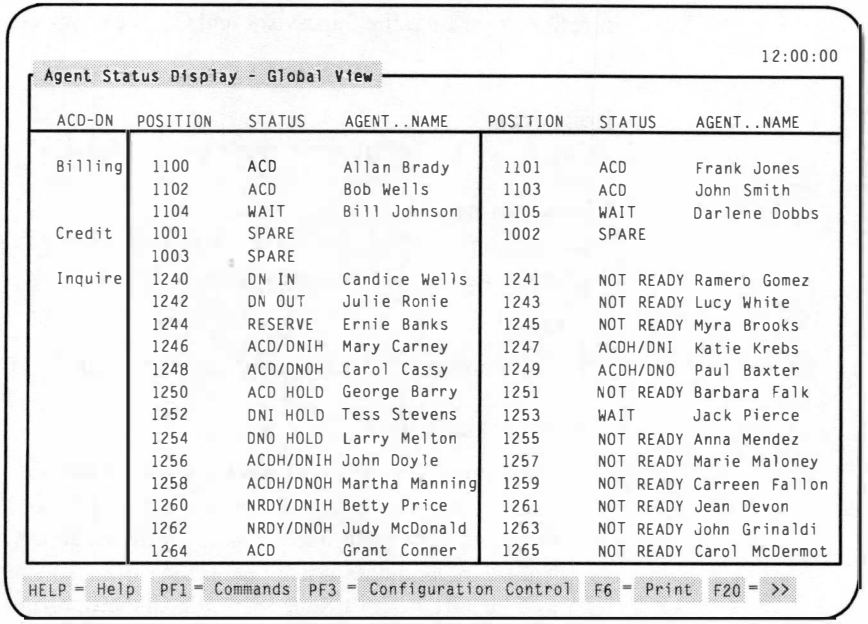


Figure 8-2
Agent status display—global view



12:00:00

Agent Status Display - Global View

ACD-DN	POSITION	STATUS	AGENT..NAME	POSITION	STATUS	AGENT..NAME
Billing	1100	ACD	Allan Brady	1101	ACD	Frank Jones
	1102	ACD	Bob Wells	1103	ACD	John Smith
	1104	WAIT	Bill Johnson	1105	WAIT	Darlene Dobbs
Credit	1001	SPARE		1002	SPARE	
	1003	SPARE				
Inquire	1240	DN IN	Candice Wells	1241	NOT READY	Ramero Gomez
	1242	DN OUT	Julie Ronie	1243	NOT READY	Lucy White
	1244	RESERVE	Ernie Banks	1245	NOT READY	Myra Brooks
	1246	ACD/DNIH	Mary Carney	1247	ACDH/DNI	Katie Krebs
	1248	ACD/DNOH	Carol Cassy	1249	ACDH/DNO	Paul Baxter
	1250	ACD HOLD	George Barry	1251	NOT READY	Barbara Falk
	1252	DNI HOLD	Tess Stevens	1253	WAIT	Jack Pierce
	1254	DNO HOLD	Larry Melton	1255	NOT READY	Anna Mendez
	1256	ACDH/DNIH	John Doyle	1257	NOT READY	Marie Maloney
	1258	ACDH/DNOH	Martha Manning	1259	NOT READY	Carreen Fallon
	1260	NRDY/DNIH	Betty Price	1261	NOT READY	Jean Devon
	1262	NRDY/DNOH	Judy McDonald	1263	NOT READY	John Grinaldi
	1264	ACD	Grant Conner	1265	NOT READY	Carol McDermot

HELP = Help PF1 = Commands PF3 = Configuration Control F6 = Print F20 = >>

Enhanced agent status field

The *Status* field on the agent status displays can display the two types of statuses associated with the agent by the ACD switch. The status of the ACD key and the status of the DN key can be displayed simultaneously by splitting the status field into two components when necessary. Each component has its color-code and threshold set separately. When the DN key is not active, the status field reverts to one component of the full status field width.

Function keys

The Agent Status Display feature does not use the generic definitions for its function keys. Both the Supervisor and Global views use the same set of keys.

Help=Help

This function key provides information regarding this feature and its fields.

PF1=Commands

This function key displays a list of commands when pressed. Only commands that are not dimmed may be selected.

- **Exit**

  This command returns you to the main menu.

- **Supervisor View**

  This command appears if you have at least one supervisor position ID defined in your supervisory group. The supervisor view displays only the queues and positions associated with the supervisor position ID. This command does not appear if the supervisors have not been assigned Meridian 1 Supervisor IDs in their profiles.

- **Global View**

  This command appears if the *Global* field is enabled in the supervisor's profile. When the display is in global view mode, all queues in the system are displayed. This menu item is dimmed if the display is already in global view and cannot be selected.

PF1=Select no command

This function key appears whenever the Commands pop-up window is displayed. Press this key if you don't want to select a command.

PF2=Enter CC window

This function key appears whenever the Configuration Control pop-up window is displayed. It moves the highlight bar into the Configuration Control window and allows you to edit the fields.

PF3=Remove CC window

This function key appears whenever the Configuration Control pop-up window is displayed. It removes the pop-up window and expands the statistics display to its original size.

PF3=No selection

This function key appears whenever the Configuration Control pop-up window is displayed. Press this key to remove the Configuration Control pop-up window without selecting a configuration control option.

PF3=Configuration Control

This function key displays the Configuration Control pop-up. This key only appears if Configuration Control is enabled. You can select a configuration control option from the pop-up. The ad hoc configuration control option is described in the "Configuration Control" chapter.

F6=Print

This function key prints a snap-shot of the current status display.

F7=Queue Display

This function key allows you to toggle to the current queue statistics display. Once you are in queue statistics display, the function key changes to Agent Display, and allows you to toggle back to the current agent status display.

F8=Locate Agent

This key presents a pop-up menu that allows the supervisor to identify the agent to be located by Position ID, Agent ID, or Agent Name. If the agent is located, the Agent Status Display screen is scrolled so that the specified agent is on the top line of the display. If the agent is on the current screen, the specified agent line is highlighted. If the agent is not located, an error message appears.

F10=Next supervisor

This function key causes the next supervisor's information to appear. This key only appears if Group Member Definition is enabled in the Supervisor Definition. Only supervisors assigned to your supervisor group list can be displayed.

F10=Display Execution Queue

This function key appears whenever the Configuration Control pop-up window is displayed. It displays the current contents of the Configuration Control execution queue.

F20=>>

This function key indicates that more function keys exist than can fit in the faction key display. When you press this key, the remaining keys are shown. Press it again, and the original function key display appears.

Fields

The screen consists of four columns of information: ACD-DN, position, status, and agent name.

The screen can only display a limited amount of information at a time. Use the arrow and page keys to scroll through the data.

ACD-DN

The leftmost column shows the ACD-DN to which the positions listed to the right are assigned. The ACD-DN is shown as a number in the format ###-####, or as the first eight characters of its defined name. The method of display is determined by the option specified in your supervisor profile.

Position

These values are the position IDs assigned to each queue. Position IDs cannot have leading zeros. In Figure 8-2, the Reservations queue has four positions. These position numbers may be up to seven digits in length if your Meridian 1 is equipped with DN-Expansion.

Status

This field shows you what each of your agents is doing. Refer to Table 8-1 for a list of the status codes.

Table 8-1 lists the position status codes and their meanings.

Table 8-1
Agent Status Display position states

Status	Description
SPARE	There is no agent logged into this position.
ACD	The agent is active on an ACD call.
NOT READY	The agent has activated the Not Ready key.
WAIT	The agent is waiting for an ACD call.
DN IN	The agent is active on an incoming DN call.
DN OUT	The agent is active on an outgoing DN call.
CONSULT	The ACD call was released while an agent was attempting to transfer it or incorporate it into a conference call.
RESERVE	The agent is reserved to answer an ACD call from the network.
UNKNOWN	The agent is logged into the position but the Meridian 1 had not specified the status of the agent.
ACD/DNIH	The agent is active on an ACD call and has an incoming DN call on hold.
ACD/DNOH	The agent is active on an ACD call and has an outgoing DN call on hold.
ACD HOLD	The agent has put an ACD call on hold.
DNI HOLD	The agent has put an incoming DN call on hold.
DNO HOLD	The agent has put an outgoing DN call on hold.
ACDH/DNI	The agent is active on an incoming DN call and has an ACD call on hold.
ACDH/DNO	The agent is active on an outgoing DN call and has an ACD call on hold.

—continued—

Table 8-1 (continued)
Agent Status Display position states

Status	Description
ACDH/DNOH	The agent has an ACD call on hold and an outgoing DN call on hold.
ACDH/DNIH	The agent has an ACD call on hold and an incoming DN call on hold.
NRDY/DNI	The agent is active on an incoming DN call and has activated the Not Ready key.
NRDY/DNO	The agent is active on an outgoing DN call and has activated the Not Ready key.
NRDY/DNIH	The agent has activated the Not Ready key and has an incoming DN call on hold.
NRDY/DNOH	The agent has activated the Not Ready key and has an outgoing DN call on hold.
♦	When the agent status is "Walkaway" a diamond appears beside the agent name. If the position stays in walkaway state longer than the walkaway threshold for the queue to which it is assigned, then the walkaway icon is displayed in reverse video. This status applies only when the agent is in one of the above three states.

— end —

If an agent presses the telephone set's emergency key when active on an ACD call, the position ID and agent name fields highlights and begins to flash. Depending on supervisors' profiles option, the emergency bar appears at the top of their screens and, optionally, their terminals beep to indicate that one of their agents is in an emergency state. When the active call is released, the emergency condition is cleared and the position ID and agent name fields revert to their normal representation.

The [Configuration Control] function key, if enabled, allows you to change position assignments through a pop-up window at the bottom of the display.

The [Next supervisor] function key, if present, allows you to change the display to another supervisor position in your supervisor group list. The list of supervisors displayed when you press the [Next Supervisor] key consists of the ID supplied in the *Meridian-1 Position ID* field in your supervisor profile, plus any IDs defined in your group member list.

To display the next supervisor in this list, simply press the key. To jump to a specific supervisor, type the supervisor position ID number and press the function key.

***Note*:** Do not press {ENTER} after the ID number.

Agent....Name

This column displays the agent name. If the agent ID is defined in the agent database, the first 14 characters of the name are displayed.

If the name of the agent is not defined in the agent database, the agent ID is shown in this field instead. In this column, **** nnnn would appear, where nnnn is the ID of the agent logged in at this position. The agent database is defined by the system administrator via the Agent Definition option of Parameter Administration.

Highlighting

Threshold exceeded conditions show that the position has been in the indicated state for longer than the threshold value defined for that state. Thresholds are defined in the Threshold Definition option within Parameter Administration and are assigned to queues via the ACD-DN Definition mode.

> ***Note:*** If the thresholds for ACD Talk, Not Ready, Wait, DN In, DN Out, and Walkaway are set to 0, these statistics are never highlighted.

The following statuses on the Agent Status Display are highlighted when the time spent in the status exceeds the established company threshold and are helpful in alerting a supervisor to potential problems:

- ACD Call
- Not Ready
- Wait
- DN Call (includes both DN in and DN out calls)
- Walkaway

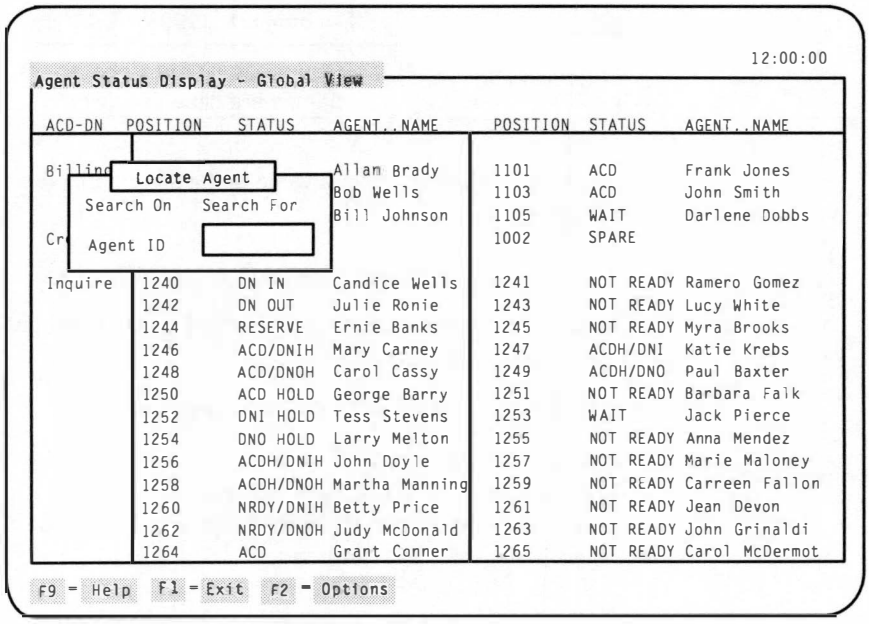
A highlighted status appears in reverse video on your screen. When the agent's status changes, it reverts to normal text on the next screen update. The system administrator defines the thresholds through Parameter Administration.

Locate Agent on Agent Status Display

Meridian MAX 6 supports a maximum of 1200 Position IDs for the SNN system, 160 for the SEE, and 200 for the IPE. As a result, all of the agent IDs cannot fit onto one Agent Status Display screen. Instead of scrolling through several displays to search for a particular Position ID, Agent ID, or Agent Name, use the [Locate Agent] key.

This function key exists in the Agent Status Display and is used to locate a particular agent. When the [Locate Agent] key is pressed, a pop-up menu appears that allows the supervisor to identify the agent to be located by Position ID, Agent ID, or Agent Name (see Figure 8-3).

Figure 8-3
Locate agent pop-up



To change the type of search, move the cursor to the *Search On* field in the pop-up menu and press [Options]. Another pop-up menu appears with the three options: Agent ID, Agent Name, and Position ID. Select an option and it appears in the *Search On* field.

The acceptable values for the *Search On* and *Search For* fields in the pop-up menu are listed in Table 8-2.

Table 8-2
Locate agent searches

Search On	Search For
Position ID	Numeric: 1 .. 9999999
Agent ID	Numeric: 1 .. 9999
Agent Name	Character: up to 16 characters. Agent names are case-sensitive.

To perform a search, enter a value in the *Search For* field and press {RETURN}.

To exit without performing a search, press {F1}.

If the agent is located, the Agent Status Display highlights the specified agent line on the screen.

If the agent is not located, an error message appears.

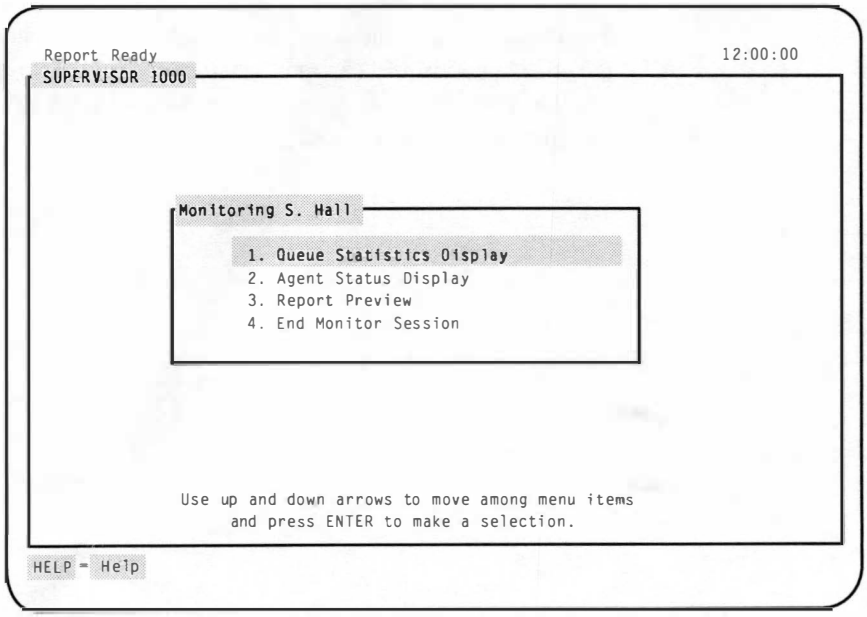
Two wildcards can be used in the *Search For* field. The asterisk (*) character matches any string, and the question mark (?) matches a single character. For example, an Agent Name entered as "Joe *" matches all Agent Names that start with "Joe".

Note: Agent names are not unique in Meridian MAX. If the specified Agent Name matches more than one entry and less than 51, a pop-up is displayed that shows the agent IDs corresponding to the agent name. The supervisor must select one of the agent IDs from the menu.

Monitor Another Supervisor

The Monitor Another Supervisor feature allows you to view the displays and the reports generated by any other supervisor in the system. The Monitor Mode in your supervisor profile must be enabled before this feature can be used. Usually, the system administrator determines which supervisors have this option enabled. The option is enabled through the Supervisor Definition option of Parameter Administration.

Figure 9-1
Monitor Another Supervisor screen display



The display, shown in Figure 9-1, is useful in the training of supervisors. It can also be useful when, for instance, a supervisor is having problems with a particular queue. One supervisor can phone another supervisor for advice, and the information they discuss can be viewed by both of them on their own terminals.

When you select *"Monitor Another Supervisor"*, the system prompts you for the supervisor ID of the person you wish to monitor. Enter a valid ID for the other supervisor. A menu appears which contains the functions available to the supervisor you are monitoring. See Figure 9-1.

All the displays you choose from this menu contain the data for the supervisor you are monitoring. The other supervisor's ID appears in the screen titles in place of your own.

For a list of the standard queue statistics displays, refer to the "Queue statistics displays" chapter, "Standard displays" section.

Choose *"Report Preview"* to see the last report requested by the supervisor you are monitoring.

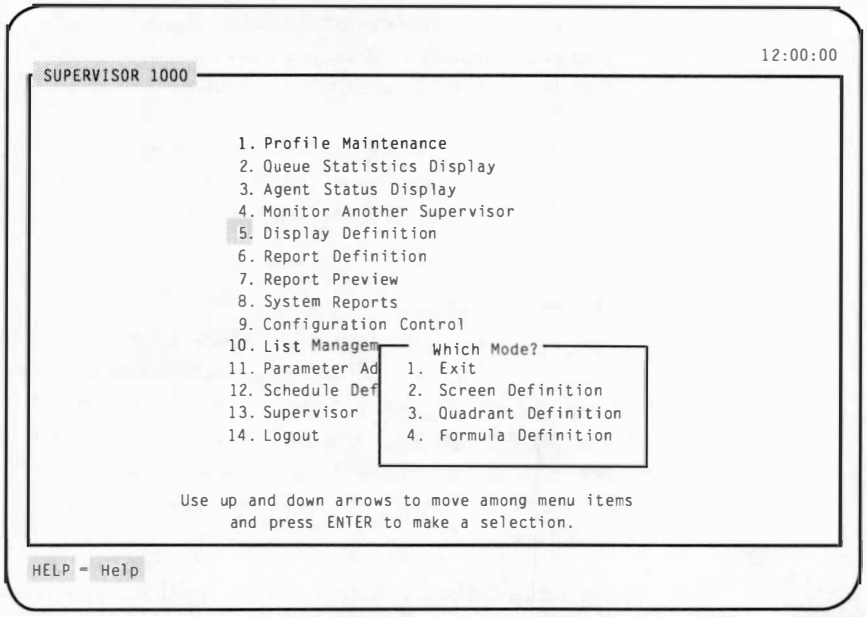
The Report Status Indicator in the top left corner of your screen indicates if the other supervisor has a report pending or ready for viewing. It does not give the status of reports you requested for yourself before beginning to monitor the other supervisor.

Display Definition

The Display Definition feature allows supervisors to define the contents and structure of their Queue Statistics Displays screens. Access to this feature is controlled by the system administrator. If it is enabled, Display Definition appears as an option in your main menu.

When you select *"Display Definition"* from the main menu, the Report Definition submenu appears (Figure 10-1).

Figure 10-1
Display Definition modes



This three-level building block approach allows objects defined in one level of customization to be combined in the next higher level of customization to form a new display object.

A system administrator can define up to 250 public and five private screen and quadrant definitions.

Formula Definition

Formula Definition is the first level of customization. This mode allows the definition of new display fields based on arithmetic combinations of the raw data collected by the system. Custom formula definitions are added to the library of standard formulae for use in the next higher level of customization. If you do not want to create a new formula, this level can be skipped.

Quadrant Definition

Quadrant Definition is the second level of customization. The queue statistics screen is divided into four rectangular areas (quadrants). The Quadrant Definition allows the supervisor to define the contents and display format of these quadrants. These custom definitions can be stored in a quadrant library along with the standard quadrant definitions. The supervisor chooses between tabular and graphic display styles when defining a quadrant. An option allows the definition of a double quadrant that spans the entire width of the display.

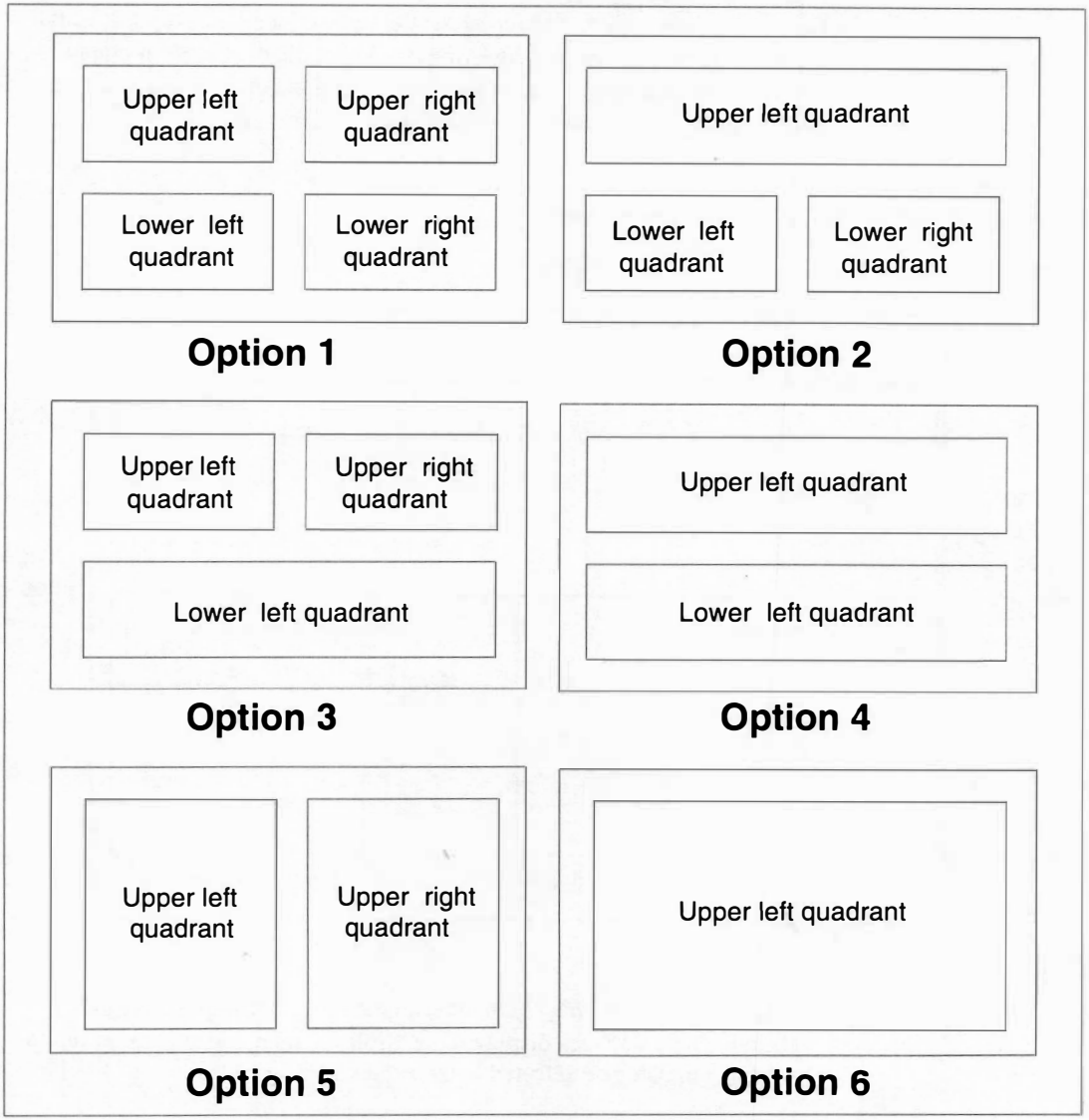
The definition of a quadrant does not include the position it occupies on the display screen. Supervisors can define both public and private quadrant definitions. If you do not want to define a new quadrant definition, this level can be skipped.

Screen Definition

The third level of customization is Screen Definition. This mode positions predefined display quadrants on the screen and stores the entire display under a name that identifies the screen. The screen definition can then be used by the supervisor as a default display screen, or it can be accessed while in Queue Statistics Display mode to change the display screen on an ad hoc basis. Supervisors can define both public and private screen definitions.

Figure 10-2 displays the six possible quadrant layouts available through Screen Definition.

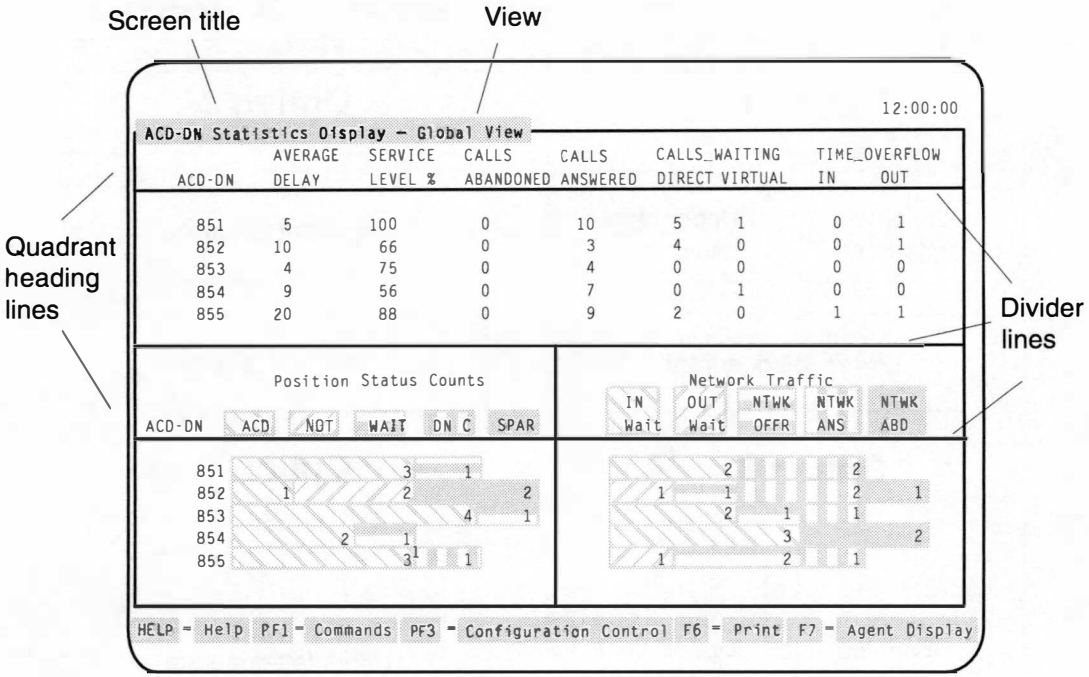
Figure 10-2
Quadrant layout options in Screen Definition



Customized screen features

Figure 10-3 is an example of the layout of a customized display screen. All the quadrants show information about the same queues. The top half of the display is in tabular format, while the two lower quadrants are in graphic format. If the supervisor scrolls the screen using the up or down arrow keys or the page up or page down keys, all quadrants are scrolled.

Figure 10-3
Queue statistics display—customized example



The Queue Statistics Display mode uses the screen definitions to build a real-time queue statistics display. This display is then updated according to the display update rate selected in the supervisor's profile.

The available data display lines are divided equally between the upper and lower halves of the screen. The number of queues that can be displayed depends upon the type of terminal you are using and the number of header lines used in each of the quadrant definitions.

Figure 10-3 shows a display in which not all available headings are used, thus limiting the number of queues that can be displayed on the screen to six. This number can be increased to seven if only a single heading line is used for each quadrant. For example, if the upper quadrant contained only one heading line and the lower quadrant contained three, the result would be that six queues could be displayed on both the upper and lower halves of the screen. If an odd number of display lines is available, the extra blank line precedes the lower screen quadrants.

When two half-screen quadrants are used side-by-side, containing an unequal number of heading lines, the number of display lines consumed is the maximum of the two quadrants.

If the screen definition consists only of upper quadrants, all screen area below the upper quadrant headings is used for display of queue data. This feature is very useful for the global view when many queues are displayed.

Printing a display screen containing graphic quadrants makes use of the graphics capabilities available on all modern dot matrix and laser printers. The snap-shot screen print is formatted according to the capabilities of the supervisor's default tabular printer.

The bar segments of a graphic quadrant is printed in varying shades of gray or in distinct patterns, or in various colors if you have the Color Customization feature enabled. If the Display Values option is chosen, the values of the bar segments are printed over the gray scale or pattern in boldface in order to make it more legible.

The screen title is taken from the *Screen Name* field of the display screen definition currently in use. The view title is either the Supervisor Position ID or Global View.

Standard screen definitions

Within the Display Definition feature, a set of predefined standard display components exists which is sufficient to build display screens.

The following list gives the names of the standard screen definitions, some of which are dependent on customer-purchased options.

- ACD-DN Statistics Display—Tabular
- ACD-DN Statistics Display—Graphical
- Network Call Statistics Display (if NACD option enabled)
- Control DN Statistics Display (if CCR option enabled)
- Time Overflow Calls Answer Display (if NACD option enabled)

Note: The Time Overflow Details Display cannot be customized. It is not consistent with other real-time display screens and can be thought of as a graphical quadrant display.

In order to use a customized display quadrant in a screen definition, the quadrant must already be defined.

Standard quadrant definitions

Six standard quadrant definitions exist and can be used to build the two standard screen definitions. All standard quadrant definitions are full-width, occupying both the left and right quadrants.

- Standard ACD-DN Statistics
- Standard Position Status Counts—Tabular
- Standard Position Status Counts—Graphic
- Standard Network Overflow In Call Statistics (if NACD option enabled)
- Standard Network Overflow Out Call Statistics (if NACD option enabled)
- Standard Control DN Statistics (if CCR option enabled)

Standard formula definitions

The library of standard display formulae includes one formula for each raw data value, plus the set of computed fields required on the standard quadrant definitions. The formulae supplied in addition to these simple formulae are listed in terms of the default column heading given to the formula, a description of what statistic is being computed, and the expression used to compute the value.

Statistics collection

All display field computations and threshold checking is performed by the Statistics Manager (STATS) process. STATS only collects raw data.

The raw data supplied by the STATS process represents the data collected during the most recent 10 minutes. This type of data field is known as an accumulated data field. Some data fields represent a current state, such as the number of agent positions in certain states, call queue size, and so on.

The two raw data fields collected by STATS and made available for customization are Accumulated and Current. The fields available for each groups are listed in the "Display statistics groups" chapter.

Formula Definition

Two statistics groups are available for Display Formula Definition—ACD-DN and CDN. Refer to the "Custom Calculator" chapter for a depiction of the Display Formula Definition screen and for more information on Formula Definition.

ACD-DN statistics groups provide statistics related to the operation of ACD queues, including networking statistics if the Meridian 1 has the NACD-MIS option enabled.

CDN statistics groups provide statistics related to the operation of Control DNs. These statistics are only available if the CCR/EAR MIS option is enabled. If the CCR/EAR option is disabled, the *Statistics Group* field displays ACD-DN statistics and the field cannot be changed by the supervisor.

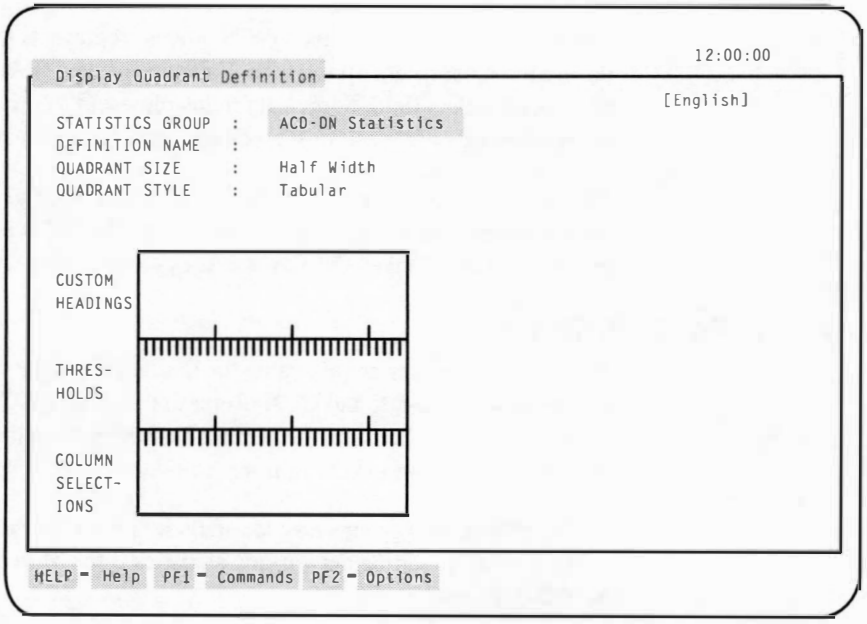
For an example on how to create a formula which can be used in a display screen, refer to "Example 3: Calculating the number of agents in the consult state" in the "Custom Calculator" chapter.

Quadrant Definition

Quadrant Definition determines the information, its format and size. You control spacing, the order of columns, and column headings within the quadrant when you defined the quadrant. Figure 10-4 shows the initial Quadrant Definition screen.

In order to use a display formula in a quadrant definition, the formula must already be defined.

Figure 10-4
Quadrant definition screen



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

- **Exit (without saving changes)**
  Returns the system to the submenu without saving any changes.
- **Clear the form**
  Removes any data from the screen.
- **Read an existing quadrant**
  Displays an existing quadrant definition record.
- **Undo changes to quadrant**
  Resets any changes to their default values.
- **Save as a new public quadrant**
  Saves changes as a new public quadrant. Up to 250 public quadrant definitions can be defined.
- **Save as a new personal quadrant**
  Saves changes as a new personal quadrant. Each supervisor can create up to five personal definitions for personal use.
- **Overwrite an existing quadrant**
  Overwrites an existing quadrant definition record.
- **Delete an existing quadrant**
  Deletes an existing quadrant definition record from the system.

PF1=Select no command

Removes the Commands pop-up window from the screen.

PF2=Options

Displays a description or list of valid entries for the field.

PF2=Remove options pop-up

Removes the Options pop-up window from the screen.

PF3=Edit field

Allows a field to be edited.

PF3=Change field
Allows a column to be edited.

PF3=End editing
Indicates that the editing process is finished for this field.

Remove=Erase field
Removes the contents of a field.

Fields

When the Quadrant Definition screen first appears (Figure 10-4), four fields need to be completed. The format for the bottom half of the screen depends upon your selection for the *Quadrant Style* field.

Statistics Group
This field displays the statistics group from which you are getting information for this quadrant definition.

Definition Name
This field is used to give a name to the quadrant definition. Up to 40 characters can be used. The name is used in the menu of defined quadrants that appears in the Screen Definition mode.

Quadrant Size
The *Quadrant Size* field is menu-driven and lets the supervisor choose between two quadrant sizes:

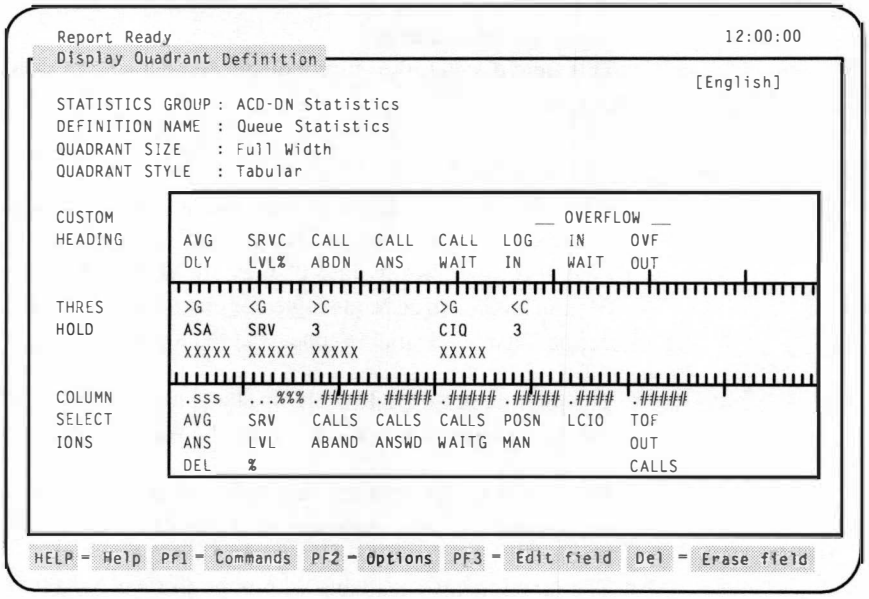
- Half width defines the width of the quadrant to be one-half of the useable width of the screen (35 characters). Quadrants of this size may be positioned in any of the four possible quadrant locations in a screen definition.
- Full width defines a double quadrant which consumes all of the useable width of the screen (70 characters). Full-screen quadrants can occupy only the upper left or lower left quadrant locations in a screen definitions.

Quadrant Style
The *Quadrant Style* field is menu-driven and allows the supervisor to select between a tabular or graphic presentation style. The format of the remainder of the Quadrant Definition depends upon the selection made in this field.

Tabular Quadrant Definition

When a supervisor decides to define a tabular quadrant, the screen in Figure 10-5 appears. This example shows a full-screen quadrant; a half-screen quadrant is narrower.

Figure 10-5
Quadrant definition—tabular



Function keys

The function keys are described in the "Quadrant Definition" section in this chapter.

Fields

Fill in the *Columns Selections* field first. Then complete the *Custom Headings* field and the *Thresholds* field in either order.

Custom Heading

Custom column headings can be defined through the *Custom Heading* field. Through this definition, you can override the column selection name which may not clearly describe the column. Your custom heading replaces the column selection name in the real-time queue statistics display. For example, in Figure 10-5, the custom heading of LOG IN would replace the column heading of POSN MAN in the display.

Enter a custom heading name that describes the column. Up to three lines are allowed. If fewer than three lines are used, the system maximizes the screen area used for data display by reclaiming any unused heading lines.

Threshold

The *Thresholds* field is used to assign thresholds to one or more columns in the quadrant.

Column Selections

This field displays the current display format and the width for each column.

Selecting columns

When the cursor is placed on the *Column Selections* field, a [Change field] function key appears on the function key label line. To make changes in this field, this function key must be pressed. When this key is pressed, the cursor changes to cover a single column within the field and a menu of defined display formulae appears at the top of the screen.

The top line of this field (column status line) shows the current display format for each of the columns, and the width of the field.

The dots that appear in this line indicate the number of character positions the column has been expanded in excess of the minimum column width.

The function keys available within the *Column Selections* field are listed in Table 10-1.

Table 10-1
Function keys

Key Sequence	Function
{ENTER}	Selects an item from the menu and places the new column in the *Columns Selections* field according to the current insert mode
[Finished]	Indicates to the system that changes to the *Column Selections* field are complete
[Insert]	Toggles into insert mode. Any menu selection made while in insert mode causes the current column and those to the right of it to be shifted to the right to make room for the new selection.
[Overwrite]	Toggles back to overwrite mode. Column selections made while in overwrite mode cause the current column to be overwritten by the new selection instead of being shifted over.
[Delete Column]	Removes the current column and shifts any columns to the right of the deleted column into the vacated space
[Increase Width]	Increases the width of the current column by one character. If a number is entered prior to pressing this key, the width is increased by that number of characters (provided there is sufficient space in the line).
[Decrease Width]	Decreases the width of the current column by one character. A column's width cannot be decreased if no expansion characters, such as a period (.), appear in the column status line. If a number is entered prior to pressing this key, the width is decreased by that number of characters (provided the column contains that many expansion characters).
[Change Format]	Appears whenever the current column is a time column. Pressing this key allows an alternate time display format to be selected for this column.

Setting thresholds

The *Thresholds* field is used to assign thresholds to one or more columns in the quadrant. The [Change field] function key is also used to make modifications to this field. This field cannot be entered until at least one column selection has been made. The *Thresholds* field is composed of three subfields as seen in Figure 10-6. A column of subfields exists for each column selection made in the *Column Selections* screen.

The Threshold Definition mode allows the system administrator to define up to five new user-defined thresholds which can be used in tabular quadrant definitions. For example, one of the user-defined thresholds could be used for TOF (Time Overflow) In Calls since a threshold for this formula does not exist. If a field value exceeds the threshold value associated with that field, then the field is highlighted on the real-time queue statistics display.

Type

The first row in the matrix gives the type of threshold assigned to the column. To add a threshold to a display column, move the cursor to the *Type* subfield in the appropriate column and press the [Options] key to view a menu of the available threshold types. This menu contains four items:

- > Group Threshold (greater than Group Threshold)
- < Group Threshold (less than Group Threshold)
- > Constant Threshold (greater than Constant Threshold)
- < Constant Threshold (less than Constant Threshold)

Group Threshold refers to a threshold that may have a different value for each queue. If a group threshold is chosen, you must select the name of a threshold that is available in threshold definition mode in the *Value* subfield. For more information, refer to the "Parameter Administration" chapter, "Threshold definition" section.

A Constant Threshold is a threshold that has its value supplied explicitly in the *Value* subfield. Because of the space limitation in the threshold fields, the selected threshold type is replaced by a mnemonic name (one of >G, <G, >C, or <C) when displayed in the *Type* subfield.

> ***Note:*** Changes made to the thresholds go into effect at midnight. If constants are changed or added, they go into effect immediately.

Value

The second row gives the value of the threshold.

Because of space limitations, the selected Group Threshold values are replaced by three-letter mnemonic names when displayed in the *Value* subfield. The mnemonics and their meaning are shown in Table 10-2.

For a Constant Threshold, the *Value* field entry is a number.

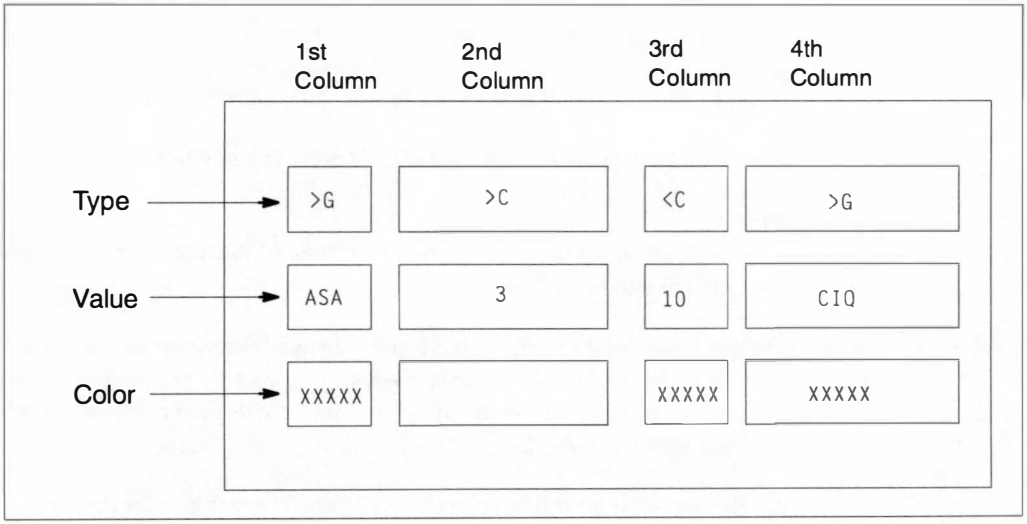
Color

The third row gives the color or video attribute of the threshold. This field does not have to be defined.

The color assigned to a threshold can be changed whenever the cursor is positioned on the *Type* or *Value* subfields by repeatedly pressing the [Next Color] or [Previous Color] function keys until the desired color or video attribute appears in the *Color* subfield.

A selection of at least five colors is available. The actual color displayed depends on the supervisor's terminal type. On monochrome monitors, some combination of video attributes, such as reverse video, blinking, underline and high intensity, are used instead. The Xs in the *Color* subfields (see in Figure 10-6) represent the foreground color selection.

Figure 10-6
Threshold assignment subfields—an example



In Figure 10-6, if the first column is greater that the ASA threshold, defined in Threshold Definition, then the field is highlighted in the real-time queue statistics display.

If the third column is less than the constant threshold of 10, then the field is highlighted in the real-time queue statistics display.

Table 10-2
Mnemonic threshold names

Abbreviation (mnemonic name)	Threshold name
TLK	ACD Talk
NTR	Not Ready
IDL	Wait
DNI	DN In
DNO	DN Out
WLK	Walk-away
DLY	Max. Delay
ASA	Avg. Delay
SRV	Min. Level (%)
CIQ	Calls Waiting (appears only if NACD MIS option disabled)
LCQ	Local Calls Waiting (appears only if NACD MIS option enabled)
NCQ	Network Calls Waiting (appears only if NACD MIS option enabled)
SC	Short Call
UD1	User-defined Threshold #1
UD2	User-defined Threshold #2
UD3	User-defined Threshold #3
UD4	User-defined Threshold #4
UD5	User-defined Threshold #5

Deleting thresholds

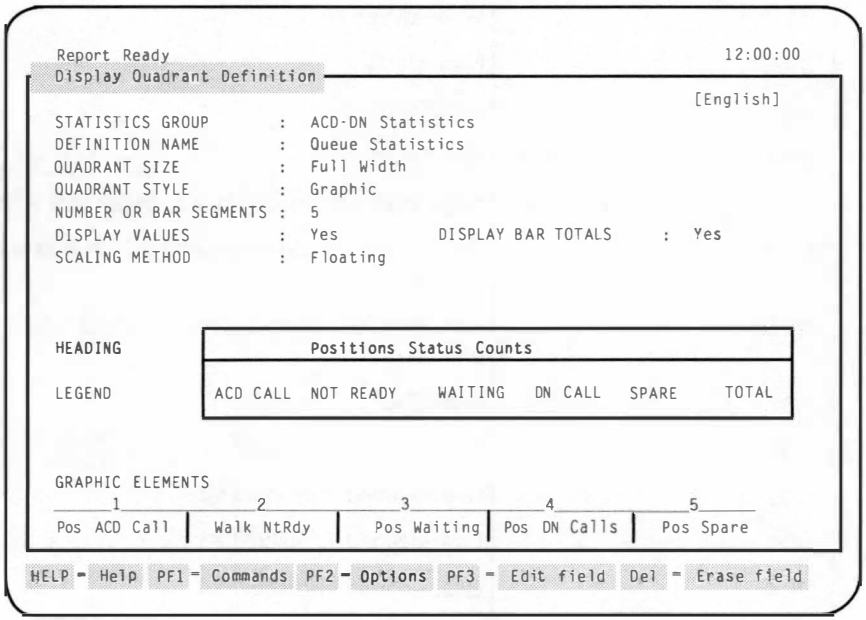
A threshold can be removed from a column by positioning the cursor on the *Type* subfield and pressing the [Remove threshold] function key.

Graphic Quadrant Definition

A graphic quadrant definition allows the supervisor to select up to five display formulae to be combined in a horizontal stacked bar graph. For each element selected, the supervisor can choose a color to be used to display the bar segment and legend entry which corresponds to the element.

After deciding to define a graphic display quadrant, the screen in Figure 10-7 appears.

Figure 10-7
Quadrant definition—graphic



Displays involving graphic formats can be printed for all Queue Statistics Display modes by pressing the [Print] function key.

Function keys

The function keys are described in the "Quadrant Definition" section in this chapter.

Fields

Number of Bar Segments

The first field to be filled in is the *Number of Bar Segments.* This field indicates the number of graphic elements to be displayed. The value for this field can be 1, 2, 3, 4, or 5. The value entered determines how many *Graphic Elements* fields can be entered, and the width of each section in the legend.

Display Values

This field controls whether the actual numeric value for each graph element is displayed within its bar segment. If selected, the numeric value is displayed at the extreme right of each bar segment.

Display Bar Totals

This field determines whether the total of all segments is displayed at the end of each line. If selected, the word "TOTAL" appears at the rights side of the legend line, and the number of characters available for the bar graph is reduced by six. This field also impacts the width of each section of the legend.

Scaling Method

This field allows the supervisor to indicate how the graphic display should be scaled (displayed). The available methods are fixed, stepped, and floating.

Depending upon the scaling method chosen, an additional field may appear to the right of the *Scaling Method* field. This additional field is labelled AT: for fixed scaling and BY: for stepped scaling. This field is not present for the floating method.

- Fixed Scaling sets the right edge of the graphic display area to represent the value given in the *AT:* field of the graphic quadrant definition. The range for this value is 10 to 9999 inclusive, and is used to provide the scaling factor. All bars are scaled in proportion to this fixed value. If a bar total value exceeds the fixed scaling factor, it is truncated when displayed, and a ">" character appears at the end of the bar to indicate overflow.

Use this scaling method when the statistics being plotted vary widely over time but rarely exceed a certain constant value. This method works well when the statistics being plotted are percentages. In this case, the scaling factor defined in the *AT:* field would be set to 100.

- Stepped Scaling sets the right edge of the graphic display area to represent some multiple of the value given in the *BY:* field of the graphic quadrant definition. The range for this value is 10 to 9999 inclusive, and is used to provide the scaling factor. The multiple to be used is recomputed each time the screen is refreshed (the refresh rate is set in the supervisor's profile) by determining the highest total bar value for all queues in the current view. The multiple selected is the one which displays the bars in maximum detail without having the largest bar overflow the display.

  Use this scaling method when the statistics being plotted vary widely over time and no reliable maximum value exists for use in the Fixed Scaling method. By choosing the appropriate step value, the display adjusts to long-term variations without changing the scaling factor on every screen update.

- Floating Scaling recomputes the scaling factor each time the screen is refreshed (the refresh rate is set in the supervisor's profile) by determining the highest bar total value for all queues in the current view. The bar for the queue with the highest total value is drawn so that the full display width is used. All other queue bars are proportioned according to this maximum.

  Use this scaling method when the bar totals remain relatively static over time.

Heading

This field provides an optional one line heading that is displayed immediately above the graph legend. If not provided, the legend line(s) shift up one line when displayed.

Graphic Elements

When the cursor is positioned on one of the *Graphic Elements* fields along the bottom of the screen, the supervisor can press the [Options] key to obtain a menu of defined formulae from which a graphic element can be selected. Also available on these fields are the following function keys.

The following keys only appear when the cursor is located in the *Graphic Element* field.

[Edit Legend Text]

Moves the cursor into the *Legend* field and allows the legend text to be edited for the graphic elements. Up to two lines of legend text can be added. If no legend is provided for a graphic element, the graphic name from the formula definition is used. The default name is displayed in the *Graphic Elements* field.

[Change Color]

Allows you to select the desired color element from the pop-up menu.

On color workstations running the Meridian Terminal Emulator, the actual color selected for the element may appear differently on supervisor terminals of different types.

Monochrome terminals display some combination of video attributes, such as reverse video, blinking, underline, and high intensity.

[Remove Selection]

Deletes the graphic element selection, its assigned color, and erases any legend text that may have been entered.

A special case exists when the number of segments is set to one. In this case, the color selected for the element is used only for the bar color. The legend text is displayed on the actual real-time display in the normal text color. This case allows the legend text to be used as additional heading text rather than to define the meaning of an individual bar segment color.

Screen Definition

The Screen Definition mode is the highest level of customization. Its function is to bind from one to four quadrant definitions into a real-time display screen and to provide a name for the screen.

The following rules apply to the creation of a custom display screen.

- Only quadrant definitions from the same statistics groups can be used together.
- A full-screen quadrant can only be used in either the upper left or lower left quadrants, in which case the quadrant to the right of it may not be used.
- A lower quadrant can only be defined if an upper quadrant is defined.
- Lower quadrants are optional. If left off, the real-time display extends the data display area of the upper quadrants to the bottom of the screen. These optional quadrants are useful for defining screens that are primarily used with the global view.

In order to use a customized display quadrant in a screen definition, the quadrant must already be defined.

Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

- **Exit (without saving changes)**
  Returns the system to the submenu without saving any changes.
- **Clear the form**
  Removes any data from the screen.
- **Read an existing screen**
  Displays an existing screen record.
- **Undo changes to screen**
  Resets any changes to their default values.

- **Save as a new public screen**
  Saves changes as a new public screen definition.
- **Save as a new personal screen**
  Saves changes as a new personal screen definition.
- **Overwrite an existing screen**
  Overwrites an existing screen definition record.
- **Delete an existing screen**
  Deletes an existing screen definition record from the system.

PF1=Select no command
Removes the Commands pop-up window from the screen.

PF2=Options
Displays a description or list of valid entries for the field.

PF2=Select no options
Removes the Options pop-up window from the screen.

PF2=Remove options pop-up
Removes the Options pop-up window from the screen.

PF3=Edit field
Allows a field to be edited.

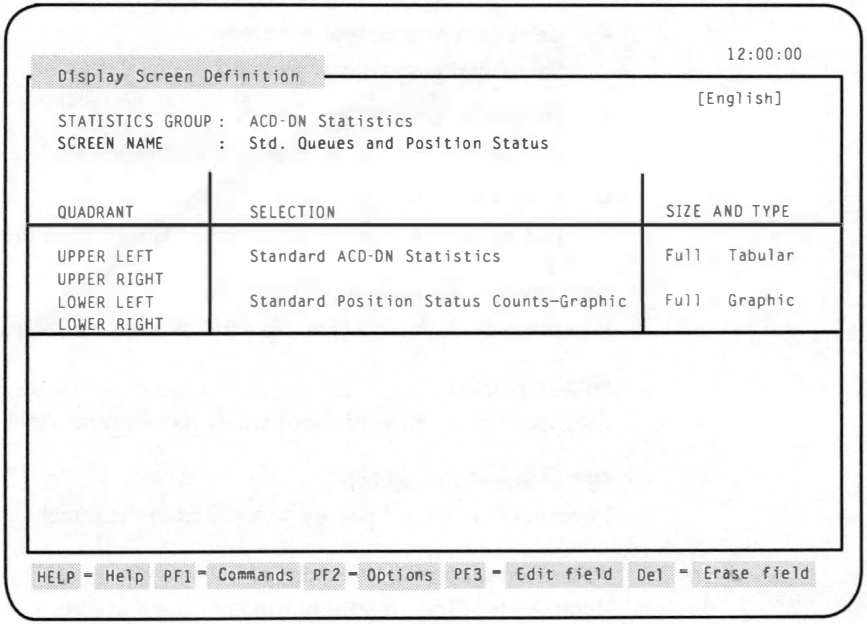
PF3=End editing
Indicates that the editing process is finished for this field.

Del=Erase field
Removes the contents of a field.

Fields

Figure 10-8 shows the layout of the Screen Definition mode. Only five definable fields are available on this screen—the *Screen Name* field, and the four fields underneath the *Selection* heading.

Figure 10-8
Screen definition mode—an example



Statistics Group

This field displays the statistics group you are using for this screen definition.

Screen Name

This field displays the name you enter for the customized real-time display.

Quadrant

This field lists the four screen quadrants. You cannot change this field.

Selection

This field displays the quadrant definitions you assigned to the screen definition. Press [Options] to view a list of available quadrant definitions.

Size and Type

This field is filled in automatically according to the quadrant definition's parameters. You cannot change this field.

Custom Calculator

Formula Definition

Note: Custom Calculator and Formula Definition are interchangeable terms.

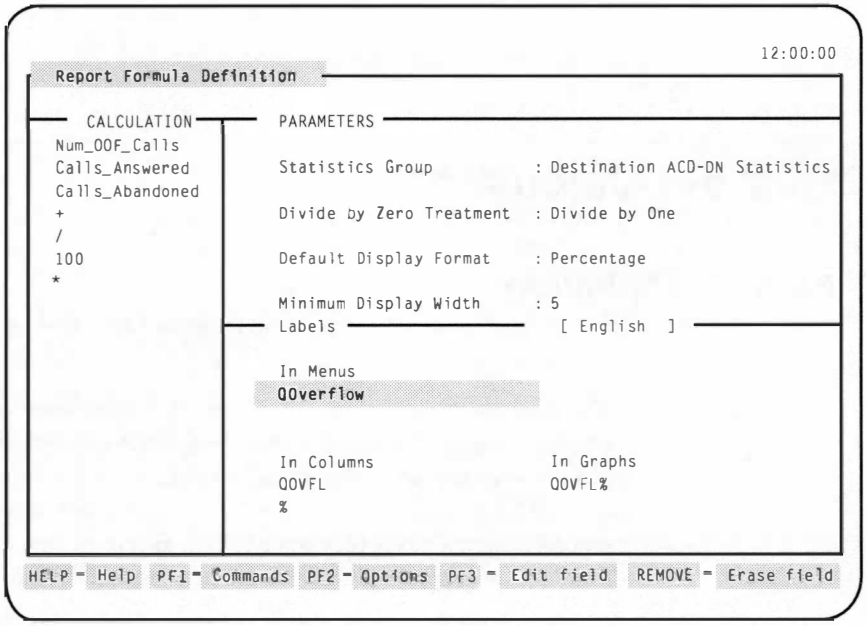
The Formula Definition screen, Figure 11-1, allows you to define new display or report formulae for custom displays and custom reports. You must be a system administrator to have access to this feature. Formulae defined for displays cannot be used for reports, and formulae defined for reports cannot be used for displays. Text appearing in menus, column headings, or graph headings are also defined at this time.

Report formulae can be used in Graphic and Tabular Report Definitions, which in turn can be used in Report Parameter Definitions, in the same way that standard fields are used. To access Report Formula Definition, select "*Report Definition*" from the main menu, and the choose *"Formula Definition"* from the submenu.

Display formulae can be used in Graphic and Tabular Display Definitions, which can be used in Screen Definitions. To access Display Formula Definition, select "*Display Definition*" from the main menu, and then choose *"Formula Definition"* from the submenu which appears.

To define a formula, fill in the appropriate fields or read in an existing formula definition, and make any required changes before saving it as a new formula.

Figure 11-1
Formula definition—an example



Note: If defining a display formula, the screen title would read Display Formula Definition.

Function keys

Help=Help

This key provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

- **Exit (without saving changes)**
  This selection returns the system to the submenu without saving any changes.
- **Clear the formula**
  This selection removes any data from the screen.
- **Read an existing formula**
  This selection displays an existing formula record.

- **Undo changes to formula**
  This selection resets any changes to their default values.
- **Save as a new formula**
  This selection saves changes as a formula.
- **Overwrite an existing formula**
  This selection overwrites an existing formula.
- **Delete an existing formula**
  This selection deletes an existing formula.

PF1=Select no command
This key removes the Commands pop-up window from the screen.

PF2=Options
This key displays a description or list of valid entries for the field.

PF2=Remove options pop-up
This key removes the Options pop-up window from the screen.

PF3=Edit field
This key allows a field to be edited.

PF3=Change field
This key allows a column to be edited.

PF3=End editing
This key indicates that the editing process is finished for this field.

Remove=Erase field
This key removes the contents of a field.

[Operator]
This key only appears when you are editing the *Calculation* field. Six operators are available: plus (+), minus (–), multiply (*), divide (/), MIN (minimum), and MAX (maximum). You can press [Operator] before or after entering the operator.

[Constant]
This key only appears when you are editing the *Calculation* field. You can press [Constant] before or after entering the number you enter as your constant.

Fields

Statistics Group

The *Statistics Group* field determines which data field names may be used in the formula calculation. Press the [Options] key to select a valid statistics group. In this field, you also choose which formulae appear in the menu by using the read, overwrite or delete commands. The formulae available depend upon the statistics group you chose.

> ***Note:*** The RAN Route statistics group only appears if the Meridian 1 is running Release 17 or higher.

Divide by Zero Treatment

When any number is divided by zero, an error results. Division by zero can occur, for instance, at the beginning of your business day when your system is just getting started and there are no calls coming in. Take, for example, the statistic *Average Answering Delay* which, for any given period is equal to *Total_Answer_Delay / Calls_Answered*. If during a period no calls were answered, this division would result in an error. (Of course, *Total_Answer_Delay* would also be zero, but zero divided by zero still results in an error.) In cases like these examples, choose "*Force to zero*" as the Divide by Zero Treatment, since the average answering delay was effectively zero.

Choose "*Divide by one*" as the Divide by Zero Treatment for calculations such as *Average time spent waiting for calls = Wait_time / Calls_answered*. If, in this example, an agent answered no calls during the report or display period, you would want to show the full wait time as the average wait time, or effectively dividing *Wait_time* by one.

Default Display Format

The *Default Display Format* field allows you to select the default display format (numeric, percentage, etc.) for the formula. Press the [Options] function key to see the valid formats.

Minimum Display Width

The *Minimum Display Width* field determines the minimum field width for the calculated result of the formula when it is used in a tabular format definition. The allowable values for this field are from three to nine, depending on the *Default Display Format* field. For instance, if the default display format is "hh:mm," the minimum display width must be at least five.

The display width of a field on a particular report can be increased and decreased in Tabular Report Definition, but it cannot be decreased beyond the minimum you define here. The display width of a field on a particular display can be increased and decreased in Tabular Display Definition, but it cannot be decreased beyond the minimum defined here.

Labels

The Labels section of the form determines the text to be associated with the formula, in menus and on tabular and graphic reports or displays. The field in the top right corner of this section contains the language in which the labels are entered. This field does not appear on unilingual systems. Selecting an alternate language in this field allows these labels to be entered in the alternate language.

In Menus

The *In Menus* field defines the string that describes the formula in the menus used in Tabular Format and Graphic Format Definition modes. The maximum width of this field is 50 characters.

In Columns

The *In Columns* field provides the column heading that identifies the formula when selected in a tabular format definition. The width of this field is dependent on the *Minimum Display Width* field, but up to three lines may be used.

In Graphs

The *In Graphs* field provides a short name for the formula which appears in the labels of graphic reports or displays. The maximum length of this field is 12 characters.

Calculation

The *Calculation* field lets you define the actual arithmetic formula. To edit this field, press [Change field]. The left and right arrow keys move you from item to item within the formula.

To enter numbers or constants into the formula, press [Constant] followed by the number.

To enter an operator, such as a plus sign (+), press [Operator] followed by the operator. This key allows you to enter an operator to add (+), subtract (–), divide (/), multiply (*), or set a minimum (MIN) or maximum (MAX) value in your calculation.

For both [Constant] and [Operator] keys, the number or operator you wish to input may be entered either before or after pressing the key.

The fields used in Formula Definition are the same as those used to calculate the standard Meridian MAX statistics. The fields can be chosen at any time from the pop-up menu, which appears when you begin to edit the *Calculation* field.

Refer to the "Report statistics groups" chapter for a complete description of the data fields available for reports, and to the "Display statistics groups" chapter for a complete description of the data fields available for displays.

Press [Edit done] when you have finished your calculation.

Reverse Polish Notation (RPN)

The *Calculation* field uses an engineering concept called "Reverse Polish Notation," or "Stack Oriented Math."

Rules for RPN

Two rules exist for RPN equations.

1 An RPN equation is created by listing the values and math symbols (operators) in a vertical line or stack. Enter the values and operators in the equation in the order you want the values to be calculated. In an equation you can add (+), subtract (–), multiply (*), and divide (/). The operators are placed below the values you want to calculate. For example, the equation 3+5 would appear in RPN as

3
5
+

2 The mathematical operators, +, –, *, and /, only work on the two values that come before it in the stack.

If you want to add 3 and 5 and then divide by 4, you would write out the equation on paper as (3+5)/4. The first calculation you want to perform is the addition of 3 and 5, and then divide that total by 4. The RPN equation would be entered as

3
5
+
4
/

The + operator adds the two values that come before it in the stack. In this example, 5 and 3 are added for a total of 8. The stack then reads:

8
4
/

The / operator divides 8 by 4, for a final answer of 2.

The order of the values is very important when you are subtracting or dividing values. If you enter values for these types of calculations in the wrong order, an incorrect value results.

In subtraction, always enter the original value first and then the value you want to subtract. For example, for 6 – 2, you would enter

6
2
–

In division, enter the number you want to divide first, then the number you want to divide by. For example, for 6/2, you enter

6
2
/

Note: You may want to write the equation in longhand, complete with brackets to identify calculations that need to be completed first. Brackets are not required for any RPN equation. This method helps to define the order in which the values and operators need to be entered before you enter them in the *Calculation* field.

A simple example

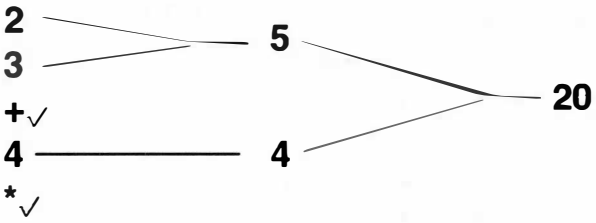
The following example shows how to compute (2+3)*4 in Reverse Polish Notation.

Note: In the examples, a ✓ has been placed beside the operators that have already been used in each step of the equation. This indication's only purpose is to help signify which operators have been used.

Example 1 (2+3)*4

Step 1
Enter the values and operators in a vertical line or stack.
Ensure that the numbers and operators are in the proper order.

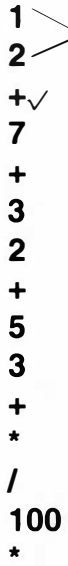
Step 2
The first operator, +, adds the two previous values, 3 and 2, for a sum of 5.



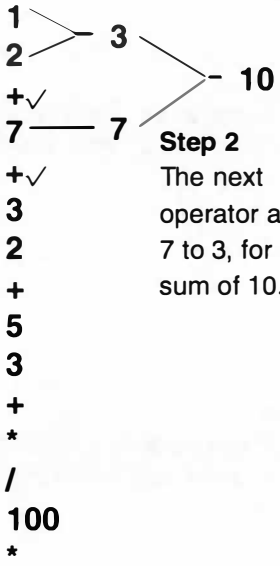
Step 3
The next operator, *, multiplies the previous two values, 4 and 5, for a final answer of 20.

Note: In this example, a ✓ has been placed beside the operators that have already been used in each step of the equation. This indication's only purpose is to help signify which operators have been used.

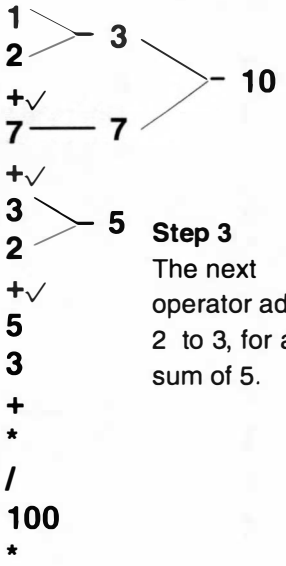
Example 2 ((1+2+7) /((3+2)*(5+3)))*100



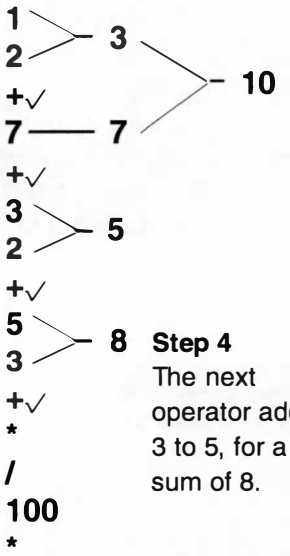
Step 1
The first operator adds 2 to 1, for a sum of 3.



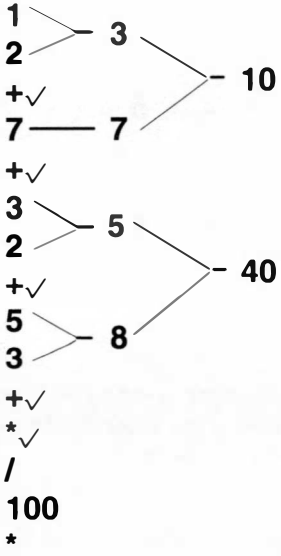
Step 2
The next operator adds 7 to 3, for a sum of 10.



Step 3
The next operator adds 2 to 3, for a sum of 5.



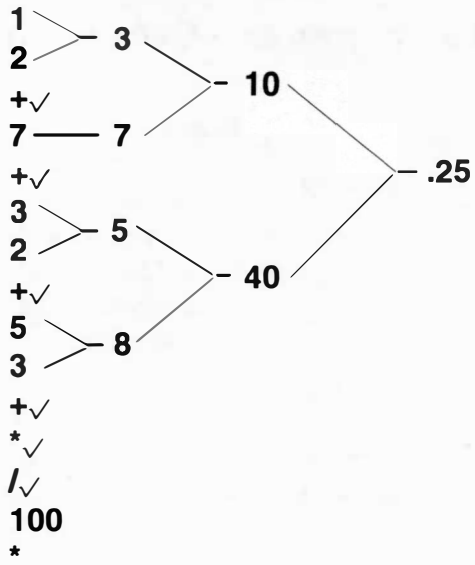
Step 4
The next operator adds 3 to 5, for a sum of 8.



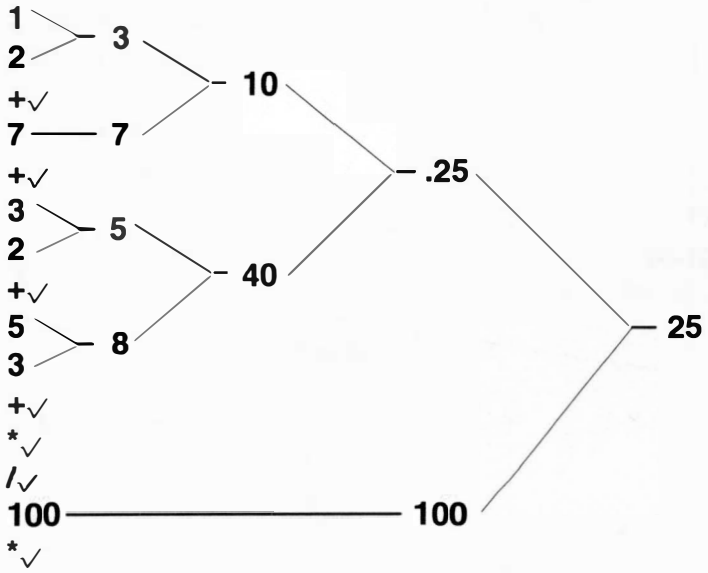
Step 5
The next operator multiplies 8 and 5, for a sum of 40.

Note: In this example, a ✓ has been placed beside the operators that have already been used in each step of the equation. This indication's only purpose is to help signify which operators have been used.

Example 2 (continued) ((1+2+7) /((3+2)*(5+3)))*100



Step 6
The next operator divides 10 by 40, for a result of .25.

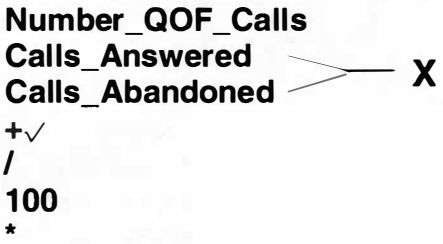


Step 7
The next operator multiplies .25 by 100, for the final answer of 25.

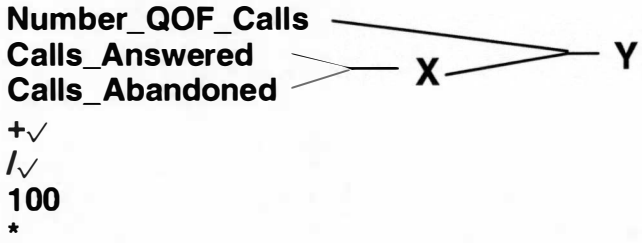
Note: In this example, a ✓ has been placed beside the operators that have already been used in each step of the equation. This indication's only purpose is to help signify which operators have been used.

Example 3

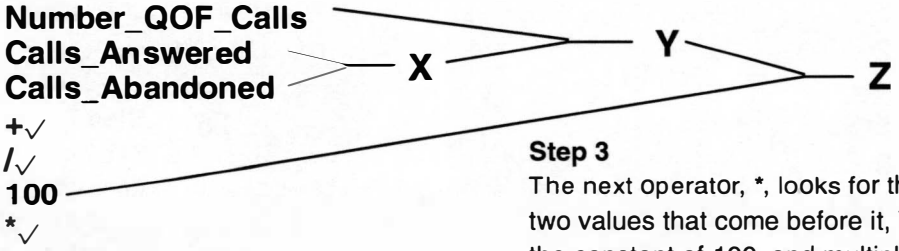
$$\frac{\text{Num_QOF_Calls}}{\text{Calls_Answered + Calls Abandoned}} * 100$$



Step 1
The first operator, +, looks for the two values that come before it, Calls_Answered and Calls_Abandoned, and adds them together. The result of this calculation is X.



Step 2
The next operator, /, looks for the two values that come before it, Number_QOF_Calls and X. The operator divides Number_QOF_Calls by X. The result of this calculation is Y.



Step 3
The next operator, *, looks for the two values that come before it, Y and the constant of 100, and multiplies them. The final answer is Z.

Note: In this example, a ✓ has been placed beside the operators that have already been used in each step of the equation. This indication's only purpose is to help signify which operators have been used.

Creating a formula

This section provides three examples on how to create formulae that can be used in custom reports or displays. Follow these examples carefully the first time, entering each field in the indicated order. Once you are familiar with the fields, experiment by selecting different statistic groups and inserting your own titles.

Example 1: Calculating percentage of calls which queue overflowed

In this example, the percentage of all calls that queue overflowed into an ACD-DN is calculated. The following formula, QOverflow% can be used in a report:

$$QOverflow\% = \frac{Num_QOF_Calls}{Calls_Answered + Calls_Abandoned} \times 100$$

Note: To achieve a percentage value, you must multiply an equation by 100. Refer to the previous page to see how Reverse Polish Notation applies to this formula.

Follow this procedure:

1 Select *"Report Definition"* from the main menu. A submenu appears.

2 Select *"Formula Definition"* from the submenu. The Report Formula Definition screen appears.

3 In the *Statistics Group* field, choose "*Destination ACD-DN Statistics*" from the Options menu.

4 In the *Divide By Zero Treatment* field, choose *"Force to Zero"* from the Options menu.

5 In the *Default Display Format* field, choose "*Percentage*" from the Options menu.

6 In the *Minimum Display Width* field, enter **5**.

This entry determines the width of the field to be used in the report or display.

7 In the *In Menus* field, enter the formula title: **QOverflow**

8 In the *In Columns* field, press [Edit field], enter:

QOVFL
%

and press [End editing] to exit edit mode.

9 In the *In Graphs* field, enter:

QOVFL%

Refer to Figure 11-1 to review the Formula Definition screen.

Editing Example 1

1 Select the *Calculation* field, and press [Change field] to enter the formula.

2 Select "*Num QOF Calls*" from the menu of available data fields.

3 Select "*Calls Answered*".

4 Select "*Calls Abandoned*".

5 Press [Operator] and enter **+**.

6 Press [Operator] and enter **/**.

7 Press [Constant] and enter **100**.

8 Press [Operator] and enter *****.

9 Press [Edit Done] to exit the calculation field.

The equation in the *Calculation* field appears as

```
Num QOF Calls
Calls Answered
Calls Abandoned
+
/
100
*
```

Saving Example 1

From the Commands menu, choose "*Save as a new formula*". The system displays the message: "`A new formula definition has been created.`" This formula can be used in the *Column Selections* fields in the Tabular Format Definition feature or the *Selected Data Elements* fields in the Graphic Format Definition feature. These features are described in the "Report Definition" chapter.

Example 2: Calculating the time an agent spends in the consult state

This formula can be used in a custom report to calculate the amount of time an agent spends in the consult state. The consult state occurs when an ACD call is released while an agent is attempting to transfer it or incorporate it into a conference call.

The formula for calculating the consult state time is:

```
Maximum of 0 and (manned_time - ACD_talk_time -
wait_time - not_ready_time - DN_in_time -
DN_out_time)
```

Note: The "Maximum of 0" forces the answer to become 0 if a negative answer is produced by the formula. A negative answer may occur if an agent handles an ACD call and DN call at the same time.

Follow this procedure:

1 Select *"Report Definition"* from the main menu. A submenu appears.

2 Select *"Formula Definition"* from the submenu. The Report Formula Definition screen appears.

3 In the *Statistics Group* field, choose "*Agents Statistics*" from the Options menu. (Optionally, "*Destination ACD-DN Statistics"* can be chosen.)

4 In the *Divide By Zero Treatment* field, accept the default. It is does matter which value is used in this field because there is no division required in the formula.

5 In the *Default Display Format* field, choose "*hh:mm*" from the Options menu.

6 In the *Minimum Display Width* field, enter **5**.

This entry determines the width of the field to be used in the report. It should be large enough to accommodate the entry specified in the *Default Display Format* field

7 In the *In Menus* field, enter the formula title: **Total consult state time**

8 In the *In Columns* field, press [Edit field], enter:

TOTAL
CON-
SULT
TIME

and press [End editing] to exit edit mode.

9 In the *In Graphs* field, enter:

Consult Time

Editing Example 2

1 Select the *Calculation* field, and press [Change field] to enter the formula.

2 Press [Constant] and enter **0**.

3 Select "*Manned Time*" from the menu of available data fields.

4 Select "*ACD Talk Time*".

5 Press [Operator] and enter **–**.

6 Select "*Wait Time*".

7 Press [Operator] and enter **–**.

8 Select "*Not Ready Time*".

9 Press [Operator] and enter **–**.

10 Select "*Incoming DN Time*".

11 Press [Operator] and enter **–**.

12 Select "*Outgoing DN Time*".

13 Press [Operator] and enter **–**.

14 Press [Operator] and enter **MAX**.

15 Press [Edit Done] to exit the calculation field.

The equation in the *Calculation* field appears as

```
0
Manned Time
ACD Talk Time
-
```

```
Wait Time
-
Not Ready Time
-
Incoming DN Time
-
Outgoing DN Time
-
MAX
```

Saving Example 2

From the Commands menu, choose "*Save as a new formula*". The system displays the message: "`A new formula definition has been created.`" This formula can be used in the *Column Selections* field in the Tabular Format Definition feature or the *Selected Data Elements* fields in the Graphic Format Definition feature. These features are described in the "Report Definition" chapter.

Example 3: Calculating the number of agents in the consult state

This formula can be used in a display screen to show the number of agents in the consult state. The consult state occurs when an ACD call is released while an agent is attempting to transfer it or incorporate it into a conference call.

The formula for calculating the number of positions in the consult state is:

```
Positions on Consult =
   Manned - ACD_Call - Waiting - Not_Ready - DN_Call
```

Follow this procedure:

1 Select *"Display Definition"* from the main menu. A submenu appears.

2 Select *"Formula Definition"* from the submenu. The Display Formula Definition screen appears.

3 In the *Statistics Group* field, choose "*ACD-DN Statistics*" from the Options menu.

4 In the *Divide By Zero Treatment* field, accept the default. It is does matter which value is used in this field because there is no division required in the formula.

5 In the *Default Display Format* field, choose "*Numeric*" from the Options menu.

6 In the *Minimum Display Width* field, enter **5**.

This entry determines the width of the field to be used in the report. It should be large enough to accommodate the entry specified in the *Default Display Format* field

7 In the *In Menus* field, enter the formula title: **Positions in consult state**

8 In the *In Columns* field, press [Edit field], enter:

POSN
CON-
SULT

and press [End editing] to exit edit mode.

9 In the *In Graphs* field, enter:

Consult

Editing Example 3

1 Select the *Calculation* field, and press [Change field] to enter the formula.

2 Select "*Positions Manned*" from the menu of available data fields.

3 Select "*Positions ACD Calls*".

4 Press [Operator] and enter –.

5 Select "*Positions Waiting*".

6 Press [Operator] and enter –.

7 Select "*Positions Not Ready*".

8 Press [Operator] and enter –.

9 Select "*Positions DN Calls*".

10 Press [Operator] and enter –.

11 Press [Edit Done] to exit the calculation field.

The equation in the *Calculation* field appears as

```
Positions Manned
Positions ACD Calls
-
Positions Waiting
-
Positions Not Ready
-
Positions DN Calls
-
```

Saving Example 3

From the Commands menu, choose "*Save as a new formula*". The system displays the message: "`A new formula definition has been created.`" The formula can be used in the *Column Selections* fields in the Quadrant Definition feature. This feature is described in the "Display Definition" chapter.

Standard management reports

This section describes the standard management reports available in Meridian MAX. These reports can be used as they are or customized to meet specific needs.

It is important to familiarize yourself with these reports and understand what the data means.

At first the reports may be challenging to analyze, but with practice and experience they become invaluable tools. They provide information on current activities and indicate trends. They can be used to show the efficiency, cost-effectiveness, and productivity of your ACD system.

When interpreting any reports, remember to consider the different activities of your queues and what constitutes good or poor performance in the various aspects of your operation.

Every ACD system is different, but the standard Meridian MAX reports provide you with the information that is important to most companies.

The descriptions of the standard reports are presented in the order the reports appear on selection menus:

- Summarized ACD-DN Performance Report
- ACD-DN Delay Before Answering Report
- ACD-DN Delay Before Abandoning Report
- ACD-DN by Agent Performance Report
- Agent by ACD-DN Performance report
- Agent by Supervisor Performance report
- Supervisor by Agent Performance Report

- All Trunks Busy Report
- ACD-DN by Route Performance Report
- Route by ACD-DN Performance Report
- DNIS Performance Report
- ACD-DN by Activity Code Report
- Activity Code by ACD-DN Report
- RAN Route Report (only if running X11 Release 17 or higher)
- Control DN Performance Report (only if the CCR/EAR MIS option is enabled)
- CDN Delay Before Answering Report (only if the CCR/EAR MIS option is enabled)
- CDN Delay Before Abandoning Report (only if the CCR/EAR MIS option is enabled)
- CDN Call Answer Breakdown Report (only if the CCR/EAR MIS option is enabled)

The three additional reports that follow are available if the NACD option is enabled. Refer to the "Network Automatic Call Distribution (NACD)" chapter.

- Network Trunk Utilization Report
- Diverted Call Profile Report
- Target ACD-DN Calls Profile Report

Some fields on custom format reports have been given headings that do not correspond to those in the standard reports, or to the field names in the statistic group tables. If you cannot find the field on a particular report, read the report format into the Tabular Format Definition screen; the custom heading is displayed together with the standard column heading.

For a more detailed description of any particular report field, refer to the "Report statistics groups" chapter. Table 12-1 provides the relationship between the report statistics groups and the standard management reports.

Table 12-1
Standard management reports and corresponding report statistics groups

Standard management report	Report statistics group
Summarized ACD-DN Performance Report	Destination ACD-DN Statistics
ACD-DN Delay Before Answering Report	Destination ACD-DN Statistics
ACD-DN Delay Before Abandoning Report	Destination ACD-DN Statistics
ACD-DN by Agent Performance Report	Agent Statistics
Agent by ACD-DN Performance Report	Agent Statistics
Agent by Supervisor Performance Report	Agent Statistics
Supervisor by Agent Performance Report	Agent Statistics
All Trunks Busy Report	Route Statistics
ACD-DN by Route Performance Report	Trunk Statistics
Route by ACD-DN Performance Report	Trunk Statistics
DNIS Performance Report	DNIS Statistics
ACD-DN by Activity Code Report	Activity Code Statistics
Activity Code by ACD-DN Report	Activity Code Statistics
Network Trunk Utilization Report	Trunk Statistics
Diverted Call Profile Report	Overflow Statistics
Target ACD-DN Calls Profile Report	Overflow Statistics
RAN Route Report	RAN Route Statistics
Control DN Performance Report	CDN Statistics
CDN Delay Before Answering Report	CDN Statistics
CDN Delay Before Abandoning Report	CDN Statistics
CDN Call Answer Breakdown Report	CDN Calls Answer Breakdown Statistics

Disclaimer

An attempt has been made to present a typical example of each of the standard reports. However, every Meridian MAX system is different, and it is unlikely that the values in these reports are like those produced by your system. The examples are meant merely to show you the information available to you and how it is presented. They are not meant to show values you should expect to see from your system. Similarly, the section of analysis that follows most of the examples is meant only as a guide to the interpretation of the report.

Reporting intervals

The data on each of the standard reports is available for the length of time defined in your capacity configuration. For more information, refer to the *Meridian MAX 6 Maintenance and Diagnostics Guide* (NTP 553-4001-811), "Capacity Configuration" chapter.

Report key fields

The description of each of the standard reports includes the available key fields for that report. Time/Date is a valid key field for all reports.

Key fields are arranged on a report from left to right in order of importance. The data is sorted on the leftmost key field first, then on the next key field, and so on.

Some key field information is not included on the report. Instead, it is printed on the title page that precedes all reports. As seen in Figure 12-1, this title page also includes the report title, report type, and the time the report was generated. The "3000" in block numbers is the ID of the supervisor that requested the report. Scheduled reports have "Scheduled" in this field.

Figure 12-1
Report title page

```
Report title            : ACD-DN by Agent Performance Report

Report type             : Tabular- ACD-DN by Agent Performance

Time frame              : Day

Data Selections
---------------
Day                     : 05/18/92
Destination ACD-DNs     : All
Supervisors             : All
Agents                  : All

Generated at            : Date 05/19/92 Time 17:42:16
```

Summarized ACD-DN Performance Report

The Summarized ACD-DN Performance Report, (Figure 12-2) is of interest to managers and supervisors. This high level report shows the queues in the ACD system and summarizes queue load and performance. It shows the actual number of calls each ACD-DN answered and the average time to handle each call.

Figure 12-2
Summarized ACD-DN Performance Report

Summarized ACD-DN Performance Report — Page 1
Interval Report

ABC Corporation Date: 04/18/92 Time:22:29:08

Intervals: 08:00 - 12:00 Day: 04/18/92

ACD-DN	INTVL	--QUEUE PROFILE- SRV LVL%	AVG DEL SEC	DEL-ANN 1ST	2ND	-NUMBER OF CALLS ANSW	OVFL IN	ABND	---AVG AGENT TIME-- ACD TALK SEC	NOT RDY SEC	-NON ACD- IN SEC	OUT SEC
Day: 04/18/92												
6100	08:00	100	1	2	0	7	0	0	25	1	0	0
	08:30	98	55	106	62	140	0	9	142	20	0	20
	09:00	96	79	153	106	149	0	14	136	28	0	180
	09:30	89	77	178	110	165	0	22	146	36	0	0
	10:00	100	58	142	78	141	0	16	154	56	0	60
	10:30	95	44	104	64	162	0	11	144	41	0	0
	11:00	100	34	90	53	161	0	9	157	43	0	7
	11:30	99	72	136	96	133	0	14	180	41	0	102
	12:00	99	70	137	105	126	0	20	161	42	0	0
6100		97	54	1048	674	1184	0	115	138	38	0	41
6130	08:00	95	1	3	0	6	0	0	29	2	0	0
	08:30	100	56	104	63	143	0	7	147	22	0	22
	09:00	99	75	150	104	151	0	13	140	25	0	175
	09:30	95	78	179	108	160	0	19	150	36	0	5
	10:00	96	59	143	77	143	0	18	155	54	0	0
	10:30	100	43	105	63	159	0	9	169	47	0	15
	11:00	100	30	93	55	160	0	11	165	53	0	8
	11:30	99	66	134	97	134	0	16	157	43	0	69
	12:00	89	70	136	106	127	0	24	158	45	0	28
6130		97	53	1047	673	1183	0	117	141	36	0	35
		97	53	2095	1347	2367	0	232	139	37	0	38

The report is used to determine current work schedules and to forecast the staff required for anticipated workloads.

The key field for the Summarized ACD-DN Performance Report is *ACD-DN*. An interval report for two ACD-DNs is shown in Figure 12-2.

Statistics on the Summarized ACD-DN Performance Report

QUEUE PROFILE STATISTICS

Srv Lvl %
The percentage of calls answered or abandoned within the maximum delay threshold.

Avg Del Sec
The average delay before an ACD call was answered by an agent.

Del Ann 1st
The number of calls that received the first delay announcement.

Del Ann 2nd
The number of calls that received the second delay announcement.

NUMBER OF CALLS STATISTICS

Number of Calls Answ
The number of calls answered.

Ovfl In
The number of calls that time-overflowed into this queue from another queue.

Abnd
The number of calls abandoned.

AVERAGE AGENT TIME STATISTICS

ACD Talk Sec
The average time an agent spent on each ACD call.

Not Rdy Sec
The average time an agent spent doing post-call work.

Non ACD In Sec

The average time an agent spent on incoming DN calls.

Non ACD Out Sec

The average time an agent spent on outgoing DN calls.

Interpreting the report

The Summarized ACD-DN Performance Report shows the level of service being offered to callers. The Average Delay (*AVG DEL*) and the Service Level (*SRV LVL %*) are the two most important statistics to consider.

The aim is to have a high service level and a low average delay. A number of factors influence average delay, such as the type of calls coming into the queue, the type of service offered, and the volume of traffic. The average delay also varies with the expertise of the agents, working procedures, busy seasons, and special events.

In Figure 12-2, queue 6100 shows a total Service Level for the report period of 97%. The service-level figures varied from a high of 100% to a low of 89% at 9:30. For queue 6130, the Service Level is also 97%.

The average delay for the report period was 54 seconds for queue 6100, and 53 seconds for queue 6130. In queue 6100, at 11:00, the delay was only 34 seconds, while at 9:00 it was 79 seconds. 1048 calls received the first delay announcement and the second announcement played 674 times. If there is "***" in place of any column total, it indicates that the number was too large to display in the field.

Queue 6100 appears to be performing very well, but the statistics should be looked at closely to find out where improvements can be made.

Calls answered (*ANSWD*) for the report period totalled 1184. Check the Delay Before Answering Report to see detailed information about how long callers waited before they were answered. The average time a caller waited is displayed as the average delay in this report.

Average time spent on each ACD call (*ACD TALK SECS*) was 138 seconds, though the figure varied quite a bit throughout the report period. Average post call processing (*NOT RDY SECS*) took 38 seconds, but again there were variations.

In some queues agents have to place calls in order to check the warehouse for stock, or call customers for confirmation of orders. Whenever agents make such calls, they use a DN key. The average time spent on DN calls made or received by agents in the queue is shown in the *NON ACD IN SEC* and *NON ACD OUT SEC* columns. In Figure 12-2, agents for both queues spent an average of 38 seconds on each outgoing DN call in this report period.

This Summarized ACD-DN Performance Report shows a summary of queue activities that occur throughout a single period. The weekly and monthly reports should also be analyzed. For instance, a weekly trend may occur, such as high call traffic on Mondays. Or you might notice that the end of the month is busier than the beginning. This makes you more knowledgeable about the workings of your ACD operation and helps you to make decisions about your queues and staff.

The Summarized ACD-DN Performance Report presents calls accepted and calls answered differently than what is shown in the Route/ACD-DN and ACD-DN/Route Performance Reports. All calls are based only on those calls abandoned or answered by agents manning the queue. If night-call forwarding, time or queue-overflow thresholds are set up for the queue, the calls accepted peg counts appear against the queue to which the calls were forwarded. If a queue is in night service and no night call-forwarding number is defined, any calls offered to this queue are not pegged in the Summarized Performance ACD-DN/Route performance report.

ACD-DN Delay Before Answering Report

The ACD-DN Delay Before Answering Report gives information about the service callers receive. It shows how rapidly calls are answered, and the lengths of delay callers experience.

The spectrum of *Percent of Calls Answered* fields (i.e. the time categories) can be modified in the Spectrum Definition mode of Report Definition.

The purpose of the ACD-DN Delay Before Answering Report is to show a trend. You can use this report to decide when your recorded announcements and music should play to encourage your callers to wait. The report is also supplements other management reports to help you decide if staff adjustments are needed or to forecast traffic patterns.

The key field for the ACD-DN Delay Before Answering Report is *ACD-DN*. A daily report for three queues over six days is shown in Figure 12-3.

Statistics on the ACD-DN Delay Before Answering Report

Calls Answd

The number of calls answered by agents.

% TOF In

The percentage of calls answered that were basic time overflowed into the queue.

Percent of Calls Answered Within (Sec)

The percentage of calls answered within the specified delay period.

Avg Del Sec

The average time a call waited before being answered.

Long Del Sec

The longest time a call waited before being answered.

> ***Note:*** The sum of percentages in the categories, along with the TOF%, adds up to 100%. Due to rounding, the sum may add up to a slightly lower number such as 99%.

In Figure 12-3, you see the daily Delay Before Answering Calls Report for queues 850, 851, and 852. During the seven days reported, the queues answered 65,785 calls.

Figure 12-3
ACD-DN Delay Before Answering Report

ACD-DN Delay Before Answering Report
Daily Report

Page 1

ABC Corporation Date: 04/20/92 Time:22:29:08

Days: All

ACD-DN	DAY	CALLS ANSWD	% TOF	--- PERCENT OF CALLS ANSWERED WITHIN (SEC) --- 0- <12	12- <24	24- <36	36- <48	48- <60	60- <120	120- <180	180- <240	240- <300	300 +	AVG DEL SEC	LONG DEL SEC
850	04/14/92	21	0	5	13	5	14	5	38	10	0	0	10	119	817
	04/15/92	9	0	0	0	0	0	0	0	11	56	0	33	241	376
	04/16/92	1806	0	89	10	1	0	0	0	0	0	0	0	4	100
	04/17/92	6184	0	89	10	1	0	0	0	0	0	0	0	4	113
	04/18/92	6209	0	88	10	2	0	0	0	0	0	0	0	4	124
	04/19/92	6185	0	88	10	2	0	0	0	0	0	0	0	4	117
	04/20/92	3458	0	87	11	2	0	0	0	0	0	0	0	5	106
850		23872	0	88	10	2	0	5	0	0	0	0	0	5	817
851	04/14/92	19	0	5	0	5	21	11	42	16	0	0	0	73	147
	04/15/92	12	0	0	0	0	1	0	0	25	33	8	33	255	647
	04/16/92	1702	0	98	1	1	0	0	0	0	0	0	0	2	108
	04/17/92	5831	0	98	1	1	0	0	0	0	0	0	0	1	105
	04/18/92	5844	0	98	1	1	0	0	0	0	0	0	0	2	102
	04/19/92	5888	0	98	1	1	0	0	0	0	0	0	0	2	116
	04/20/92	3296	0	98	1	0	0	0	0	0	0	0	0	2	139
851		22592	0	98	1	1	0	0	0	0	0	0	0	5	647
852	04/14/92	18	0	0	0	6	11	33	39	1	0	0	10	71	132
	04/15/92	10	0	0	0	0	0	0	0	20	30	10	40	246	380
	04/16/92	1442	0	95	4	1	0	0	0	0	0	0	0	2	97
	04/17/92	5024	0	95	4	1	0	0	0	0	0	0	0	2	124
	04/18/92	4993	0	96	3	1	0	0	0	0	0	0	0	1	89
	04/19/92	5002	0	96	3	1	0	0	0	0	0	0	0	2	113
	04/20/92	2832	0	95	4	0	0	0	0	0	0	0	0	2	121
852		19321	0	95	4	1	0	0	0	0	0	0	0	4	380

In the example, an average of 93% of all calls were answered during the first 12 seconds.

The average delay (*AVG DEL*) was five seconds but varied greatly throughout the report period and between the queues. The longest delay experienced by a caller (*LONG DEL*) also varied. Watch for patterns in these variations from day to day and from week to week. They may tell you where and at what times you could better assign your staff and resources.

ACD-DN Delay Before Abandoning Report

The purpose of the ACD-DN Delay Before Abandoning Report is to show a trend in the tolerance level of your customers. It also shows how many calls are abandoned and how long the callers wait before they hung up.

The report shows if callers abandoned before or after hearing the recorded announcement. You can use the information to decide when to play your recorded announcements and music. You may also decide to change to a more persuasive or informative message.

The spectrum of the *Percent of Calls Abandoned* field can be modified in the Spectrum Definition mode of Report Parameter Definition.

The key field for the ACD-DN Delay Before Abandoning Report is *ACD-DN*. A daily report for three queues over six days is shown in Figure 12-4.

Figure 12-4
ACD-DN Delay Before Abandoning Report

Page 1

ACD-DN Delay Before Abandoning Report
Daily Report

ABC Corporation Date: 04/20/92 Time:20:40:12

Days: 04/13/92 - 04/19/92

ACD DN	DAY	CALLS ABAND	---PERCENT OF CALLS ABANDONED WITHIN (SEC)-- 0- <12	12- <24	24- <36	36- <48	48- <60	60- <120	120- <180	180- <240	240- <300	300- +	AVG DEL SEC	LONG DEL SEC
6100	04/14/92	9	67	22	11	0	0	0	0	0	0	0	12	32
	04/17/92	203	22	13	14	7	4	17	8	3	4	1	60	314
	04/18/92	119	29	14	10	10	13	20	4	0	0	0	40	166
	04/19/92	64	36	20	14	8	5	14	3	0	0	0	29	126
6100		395	27	15	13	8	7	17	6	2	2	1	48	314
6200	04/14/92	0	0	0	0	0	0	0	0	0	0	0	0	0
	04/17/92	2	50	0	50	0	0	0	0	0	0	0	19	38
	04/18/92	2	100	0	0	0	0	0	0	0	0	0	0	0
	04/19/92	2	50	50	0	0	0	0	0	0	0	0	9	16
6200		6	66	17	17	0	0	0	0	0	0	0	9	38
6500	04/14/92	0	0	0	0	0	0	0	0	0	0	0	0	0
	04/15/92	0	0	0	0	0	0	0	0	0	0	0	0	0
	04/16/92	0	0	0	0	0	0	0	0	0	0	0	0	0
	04/17/92	0	0	0	0	0	0	0	0	0	0	0	0	0
	04/18/92	0	0	0	0	0	0	0	0	0	0	0	0	0
	04/19/92	0	0	0	0	0	0	0	0	0	0	0	0	0
6500		0	0	0	0	0	0	0	0	0	0	0	0	0
		401	28	15	13	8	6	17	6	1	2	1	47	314

Statistics on the ACD-DN Delay Before Abandoning Report

Calls Aband
The number of calls abandoned.

Percent of Calls Abandoned Within (Sec)
The percentage of calls abandoned within the specified delay period.

Avg Del Sec
The average time a call waited before being abandoned.

Long Del Sec
The longest time a call waited before being abandoned.

Interpreting the report

Figure 12-4 shows the interval Delay Before Abandoning Report for queues 6100, 6200, and 6500. During the six days reported, a total of 401 callers abandoned their calls.

Of all these abandoned calls, 28% were abandoned during the first 12 seconds. Another 15% of the abandoned calls were abandoned in the next 12 seconds. This report shows that a total of 43% of callers hung up during the first 24 seconds.

The average delay (*AVG DEL*), was 47 seconds but varied greatly throughout the report period and between the queues. The longest delay experienced by a caller (*LONG DEL*) also varied. Watch for patterns in these variations from day to day and from week to week. They may tell you where and at what times you could better assign your staff and resources. They may also indicate when and how often to play your recorded announcements for best results.

Keep in mind the tolerance of callers fluctuates. If the recorded announcements tell them why they are experiencing a delay, they are usually more willing to wait.

> ***Note:*** The sum of the percentage categories is 100%. Due to rounding, the sum may add up to a slightly lower number such as 99%.

ACD-DN by Agent Performance Report

The ACD-DN by Agent Performance Report shows the agent activities for each queue. All of the agents in a queue are doing the same type of work, so their performances can be compared.

Figure 12-5
ACD-DN by Agent Performance Report

ACD-DN by Agent Performance Report Page 1
Interval Report

ABC Corporation Date: 04/20/92 Time: 22:56:29

Intervals: 08:00 - 09:00 Days:All

ACD DN	INTVL	AGT ID	ACD CALLS NUM ANSWD	ACD CALLS AVG TALK SEC	ACD CALLS AVG WAIT SEC	NON ACD CALLS NUM IN	NON ACD CALLS NUM OUT	NON ACD CALLS TIME IN HH:MM	NON ACD CALLS TIME OUT HH:MM	TOTAL NOT RDY HH:MM	TIME-MAND HH:MM	ACD/MAND %
6100	08:00	1011	0	0	13	0	0	0:00	0:00	0:00	0:00	0
		1034	1	7	52	0	0	0:00	0:00	0:00	0:01	15
		1041	0	0	0	0	0	0:00	0:00	0:00	0:00	100
	08:30	1011	28	120	39	0	1	0:00	0:06	0:10	1:30	73
		1034	34	79	41	0	0	0:00	0:00	0:08	1:17	69
		1036	39	88	40	0	0	0:00	0:00	0:06	1:29	71
		1038	17	190	44	0	0	0:00	0:00	0:06	1:13	83
		1041	11	125	21	0	0	0:00	0:00	0:03	0:30	87
		1043	17	153	16	0	0	0:00	0:00	0:11	0:59	92
		1046	8	171	26	0	0	0:00	0:00	0:03	0:30	88
	09:00	1011	32	106	23	0	1	0:00	0:01	0:29	1:39	87
		1034	39	95	25	0	0	0:00	0:00	0:17	1:35	83
		1036	23	130	37	0	0	0:00	0:00	0:29	1:38	83
		1038	21	164	30	0	1	0:00	0:02	0:02	1:12	82
		1041	16	113	18	0	0	0:00	0:00	0:00	0:36	85
		1043	11	137	16	0	0	0:00	0:00	0:29	1:00	95
		1046	8	166	5	0	0	0:00	0:00	0:05	0:28	98
6100			305	109	30	0	3	0:00	0:09	2:38	15:37	76
			305	109	30	0	3	0:00	0:09	2:38	15:37	76

The preceding report shows changes in the level of service offered to customers. This report can be used to show why these changes occurred. For instance, if the average time spent on ACD calls increases, you can check this report to see if the problem is an overall trend or restricted to a particular queue. Perhaps, for instance, the number of difficult and time-consuming calls has increased.

Statistics are shown on the report for either agent IDs or position IDs, depending on which of these modes your system is running.

The key fields for the ACD-DN by Agent Performance Report are *ACD-DN* and *Agent* or *Position ID*. An interval report for a single queue and seven agents is shown in Figure 12-5. Interval data is only retained for the length of time defined in your database storage profile. On this report, the information for 8:00, 8:30, and 9:00 has been accumulated for all days in the interval.

Statistics on the ACD-DN by Agent Performance Report

ACD CALLS STATISTICS

Num Answd
The number of ACD calls answered.

Avg Talk Secs
The average time spent on each ACD call.

Avg Wait Secs
The average time spent waiting between ACD calls.

NON ACD CALLS STATISTICS

Num In
The number of DN calls received.

Num Out
The number of DN calls made.

Time In
The time spent on incoming DN calls.

Time Out
The time spent on outgoing DN calls.

TOTAL TIME STATISTICS

Total Not Rdy

The time spent in Not Ready mode doing post-call work.

Mand

The time spent logged onto the system.

> *Note:* The manned time can be less than the sum of the time spent on ACD calls and the time spent on DN calls. For example, if an agent places an ACD call on hold then and makes a DN call, both the ACD and DN statistics are pegged for the same time period.

ACD/Mand %

The percentage of manned time spent working, including the time spent on ACD calls, as well as the time spent in the Not Ready state.

Interpreting the report

The information on this report is similar to that on the Agent by ACD-DN Performance Report, except that here you see detailed information about each agent assigned to the queue.

The Summarized ACD-DN Performance Report indicates problems with a particular queue. The ACD-DN by Agent Performance Report tells you if a particular agent is having a problem or if all agents are experiencing the same difficulties.

Since all agents in a queue perform the same type of work, this report can be used to compare their performances. It shows you which agents are performing well and which might need more training or encouragement.

Agent by ACD-DN Performance Report

The Agent by ACD-DN Performance report shows the activities of all agents in the ACD system. Because they are working on different queues and doing different types of work, some of the statistics cannot be compared. You can, however, use the report to show agent productivity in terms of manned and busy times, and you can compare the work of the same agent in different queues.

The statistics are shown on the report for either agent IDs or position IDs, depending on which of these modes your system is running.

The key fields for the Agent by ACD-DN Performance Report are *ACD-DN* and *Agent* or *Position ID*. An interval report for five agents is shown in Figure 12-6.

Statistics on the Agent by ACD-DN Performance report

ACD CALLS STATISTICS

Num Answd
The number of ACD calls answered.

Avg Talk Secs
The average time spent on each ACD call.

Avg Wait Secs
The average time spent waiting between ACD calls.

NON ACD CALLS STATISTICS

Num In
The number of DN calls received.

Num Out
The number of DN calls made.

Time In
The time spent on incoming DN calls.

Time Out
The time spent on outgoing DN calls.

Figure 12-6
Agent by ACD-DN Performance report

```
                              Agent by ACD-DN Performance                    Page 1
                                   Interval Report

ABC Corporation                                    Date: 04/20/92    Time:20:05:53

Intervals: 08:00-09:00          Day:04/20/92
AGT     INTVL    ACD      --ACD CALLS--          --NON ACD CALLS--        TOTAL   TIME-   ACD/
ID               DN     NUM AVG   AVG    NUM   NUM  TIME    TIME        NOT     MAND    MAND
                      ANSWD TALK  WAIT   IN    OUT  IN      OUT         RDY             %
                            SEC   SEC                HH:MM   HH:MM       HH:MM   HH:MM

1011   08:30    6100    10   128   25     0     0    0:00    0:00        0:04    0:30    86
       09:00            11   117   12     0     0    0:00    0:00        0:06    0:30    93
-------------------------------------------------------------------------------------------
1011                    21   122   18     0     0    0:00    0:00        0:10    1:00    89
-------------------------------------------------------------------------------------------
1034   08:30    6100    11    71   29     0     0    0:00    0:00        0:01    0:20    73
       09:00            14    99    8     0     0    0:00    0:00        0:05    0:30    94
-------------------------------------------------------------------------------------------
1034                    25    85   18     0     0    0:00    0:00        0:06    0:50    83
-------------------------------------------------------------------------------------------
1036   08:30    6100    13   102   16     0     0    0:00    0:00        0:04    0:30    89
       09:00            0     0    0     0     0    0:00    0:00        0:30    0:30   100
-------------------------------------------------------------------------------------------
1036                    13    51    8     0     0    0:00    0:00        0:34    1:00    94
-------------------------------------------------------------------------------------------
1038   08:30    6100     5   207   10     0     0    0:00    0:00        0:02    0:20    96
       09:00    5900    10   110   10     0     1    0:00    0:02        0:02    0:24    84
-------------------------------------------------------------------------------------------
1038                    15   158   10     0     1    0:00    0:02        0:04    0:45    90
-------------------------------------------------------------------------------------------
1041   08:30    6100    11   125   21     0     0    0:00    0:00        0:03    0:30    87
       09:00            14   121    8     0     0    0:00    0:00        0:00    0:30    94
-------------------------------------------------------------------------------------------
1041                    25   123   14     0     0    0:00    0:00        0:03    1:00    90
-------------------------------------------------------------------------------------------
===========================================================================================
                        99    83   14     0     1    0:00    0:02        0:57    4:35    89
```

TOTAL TIME STATISTICS

Not Rdy

The time spent in Not Ready mode doing post-call work.

Mand

The time spent logged onto the system.

Note: The manned time can be less than the sum of the time spent on ACD calls and the time spent on DN calls. For example, if an agent places an ACD call on hold then and makes a DN call, both the ACD and DN statistics are pegged for the same time period.

ACD/Mand%

The percentage of manned time spent working, including the time spent on ACD calls, as well as the time spent in the Not Ready state.

Interpreting the report

The information on this report is similar to that on the ACD-DN by Agent Performance Report, except that here you see detailed information about each agent, arranged by the queues on which they worked.

When agents work in different queues, the Agent (ACD-DN) Performance Report shows their activities in each of the queues. You may want to check if an agent's productivity varies greatly from queue to queue.

The last column (*ACD/MAND %*) shows the percentage of manned time spent working, including the time spent on ACD calls, as well as the time spent in the Not Ready state. This value gives a good indication of the amount of work done by the agent on each queue.

Agent by Supervisor Performance report

Agents may work for several different supervisors during a shift. The Agent by Supervisor Performance Report shows the performance of agents under different supervisors.

The key fields for the Agent by Supervisor Performance report are *Supervisor ID* and *Agent* or *Position ID*. An interval report for five agents is shown in Figure 12-7.

Figure 12-7
Agent by Supervisor Performance report

Agent by Supervisor Performance Interval Report — Page 1

ABC Corporation — Date: 04/20/92 — Time:20:05:53

Intervals: 08:00-09:00 — Day:04/20/92

AGT ID	INTVL	SPV ID	--ACD CALLS-- NUM ANSWD	AVG TALK SEC	AVG WAIT SEC	--NON ACD CALLS-- NUM IN	NUM OUT	TIME IN HH:MM	TIME OUT HH:MM	TOTAL NOT RDY HH:MM	TIME-MAND HH:MM	ACD/MAND %
Day: 04/17/92												
1011	08:30	2000	10	128	25	0	0	0:00	0:00	0:04	0:30	86
	09:00		11	117	12	0	0	0:00	0:00	0:06	0:30	93
1011			21	122	18	0	0	0:00	0:00	0:10	1:00	89
1034	08:30	2000	11	71	29	0	0	0:00	0:00	0:01	0:20	73
	09:00		14	99	8	0	0	0:00	0:00	0:05	0:30	94
1034			25	85	18	0	0	0:00	0:00	0:06	0:50	83
1036	08:30	2000	13	102	16	0	0	0:00	0:00	0:04	0:30	89
	09:00		0	0	0	0	0	0:00	0:00	0:30	0:30	5
1036			13	51	8	0	0	0:00	0:00	0:34	1:00	44
1038	08:30	2000	5	207	10	0	0	0:00	0:00	0:02	0:20	96
	09:00	1500	10	110	10	0	1	0:00	0:02	0:02	0:24	84
1038			15	158	10	0	1	0:00	0:02	0:04	0:44	90
1041	08:30	2000	11	125	21	0	0	0:00	0:00	0:03	0:30	87
	09:00		14	121	8	0	0	0:00	0:00	0:00	0:30	94
1041			25	123	14	0	0	0:00	0:00	0:03	1:00	90
			99	83	14	0	1	0:00	0:02	0:57	4:35	79

Statistics on the Agent by Supervisor Performance Report

ACD CALLS STATISTICS

Num Answd
The number of ACD calls answered.

Avg Talk Secs
The average time spent on each ACD call.

Avg Wait Secs
The average time spent waiting between ACD calls.

NON ACD CALLS STATISTICS

Num In
The number of DN calls received.

Num Out
The number of DN calls made.

Time In
The time spent on incoming DN calls.

Time Out
The time spent on outgoing DN calls

TOTAL TIME STATISTICS

Not Rdy
The time spent in Not Ready mode doing post-call work.

Mand
The time spent logged onto the system.

ACD/Mand%
The percentage of manned time spent working, including the time spent on ACD calls, as well as the time spent in the Not Ready state.

Interpreting the report

The information on this report is similar to that on the Supervisor by Agent Performance Report, except that here you see detailed agent information subdivided by the supervisor for whom they worked.

Some agents may work for different supervisors. This report shows all of their work.

The last column (*ACD/MAND %*) shows the percentage of manned time the agents were busy on ACD calls. This value gives a good indication of the amount of work done by the agent under each supervisor.

Supervisor by Agent Performance Report

The Supervisor by Agent Performance Report enables supervisors to see the work of their agents. These agents may not be all working on the same queue, so their statistics may vary.

Figure 12-8
Supervisor by Agent Performance Report

Supervisor by Agent Performance Report Page 1
Interval Report

ABC Corporation Date: 04/20/92 Time: 22:56:29

Interval: 08:00 - 09:30 Day: 04/20/92

SPV ID	INTVL	AGT ID	ACD CALLS NUM ANSWD	ACD CALLS AVG TALK SEC	ACD CALLS AVG WAIT SEC	NON ACD CALLS NUM IN	NON ACD CALLS NUM OUT	NON ACD CALLS TIME IN HH:MM	NON ACD CALLS TIME OUT HH:MM	TOTAL TIME- NOT RDY HH:MM	TOTAL TIME- MAND HH:MM	ACD/ MAND %
2000	08:30	1011	10	128	25	0	0	0:00	0:00	0:04	0:30	86
		1034	11	71	29	0	0	0:00	0:00	0:01	0:20	73
		1036	13	102	16	0	0	0:00	0:00	0:04	0:30	89
		1038	5	207	10	0	0	0:00	0:00	0:02	0:20	96
		1041	11	125	21	0	0	0:00	0:00	0:03	0:30	87
	09:00	1011	11	117	12	0	0	0:00	0:00	0:06	0:30	93
		1034	14	99	8	0	0	0:00	0:00	0:05	0:30	94
		1036	0	0	0	0	0	0:00	0:02	0:30	0:30	10
		1038	10	110	10	0	1	0:00	0:00	0:02	0:24	84
		1041	14	121	8	0	0	0:00	0:00	0:00	0:30	94
	09:30	1011	10	83	0	0	0	0:00	0:00	0:00	0:14	100
		1034	3	186	1	0	0	0:00	0:00	0:03	0:12	100
		1036	5	145	1	0	0	0:00	0:00	0:02	0:14	100
		1038	5	189	1	0	0	0:00	0:00	0:01	0:17	100
		1041	2	329	3	0	0	0:00	0:00	0:05	0:16	99
2000			124	134	10	0	1	0:00	0:02	1:08	5:47	87
			124	134	10	0	1	0:00	0:02	1:08	5:47	87

The system administrator may want to look at this report over time to see how well supervisors are motivating their agents.

The key fields for the Supervisor by Agent Performance Report are *Supervisor ID* and *Agent* or *Position ID*. An interval report for one supervisor is shown in Figure 12-8.

Statistics on the Supervisor by Agent Performance Report

ACD CALLS STATISTICS

Num Answd
The number of ACD calls answered.

Avg Talk Secs
The average time spent on each ACD call.

Avg Wait Secs
The average time spent waiting between ACD calls.

NON ACD CALLS STATISTICS

Num In
The number of DN calls received.

Num Out
The number of DN calls made.

Time In
The time spent on incoming DN calls.

Time Out
The time spent on outgoing DN calls.

TOTAL TIME STATISTICS

Not Rdy
The time spent in Not Ready mode doing post-call work.

Mand
The time spent logged onto the system.

ACD/Mand%
The percentage of manned time spent working, including the time spent on ACD calls, as well as the time spent in the Not Ready state.

Interpreting the report

The information on this report is similar to that on the Agent by Supervisor Performance Report, except that here you see a list of detailed information on the agents assigned to each Supervisor.

Some agents may work on different queues, but remain under one supervisor. This report shows all their work. Figure 12-8 gives a list of all the agents that were working under supervisor 2000 during the intervals from 8:00 to 9:30.

The last column (*ACD/MAND %*) shows the percentage of manned time the agents were busy on ACD calls. This value cannot be used to accurately compare the amount of work done by the agents under each supervisor, since the agents might be assigned to different queues and performing different tasks. The value on the total can, however, be used to compare the performance of the agents as a whole with that of the agents working under another supervisor.

All Trunks Busy Report

The All Trunks Busy (ATB) Report shows the number of times all the trunks in a route were busy. It also shows the total trunks busy time and its percentage of the total interval time .

When all trunks are busy for a specific route, callers to your ACD system receive a busy signal. The manager can use this report to determine if the system has reached its capacity and the company has to rent more trunk lines and add more agents to meet the demand.

The key field for the All Trunks Busy Report is *Route*. A daily report for four routes is shown in Figure 12-9.

Statistics on the All Trunks Busy Report

Number of ATB Periods

The number of times all trunks were busy.

Total ATB Time

The time spent with all trunks busy.

ATB Percentage %

The time spent with all trunks busy as a percentage of the reporting interval.

Interpreting the report

If an ATB Period should span more than one interval then it is counted against the interval in which it began. The time spent in an ATB condition is divided among the appropriate intervals. It is possible for the *NUMBER OF ATB PERIODS* to be zero for an interval while the associated *TOTAL ATB TIME* contains a non-zero value.

The All Trunks Busy Report should be used with other reports to determine the cause for your ATB periods. You may discover a change in your operating procedures moves calls through faster and frees up your lines. By analyzing trends in the all trunks busy periods, you may find you need to lease extra trunk lines during your busiest periods.

Figure 12-9
All Trunks Busy Report

All Trunks Busy Report Page 1
Daily Report

ABC Corporation Date:04/15/92 Time: 08:07:33

Days: All

ROUTE NAME	DAY	NUMBER OF ATB PERIODS	TOTAL ATB TIME HH:MM	ATB PERCENTAGE %
Cust. Sr	04/08/92	0	0:00	0
	04/10/92	13	0:05	1
	04/11/92	0	0:00	0
	04/12/92	0	0:00	0
	04/13/92	0	0:00	0
Cust. Sr		13	0:05	0
Dispatch	04/10/92	2	0:02	1
	04/11/92	2	0:04	2
	04/12/92	0	0:01	0
	04/13/92	3	0:01	0
Dispatch		7	0:08	1
INTERNAL	04/10/92	0	0:00	0
	04/11/92	0	0:00	0
	04/12/92	0	0:00	0
	04/13/92	0	0:00	0
INTERNAL		0	0:00	0
Informat	04/08/92	0	0:00	0
	04/10/92	4	0:04	1
	04/11/92	1	0:01	0
	04/12/92	0	0:00	0
	04/13/92	0	0:00	0
Informat		5	0:05	0
		25	0:18	0

ACD-DN by Route Performance Report

The ACD-DN by Route Performance Report shows information for the routes that carry outside calls to the queues in your ACD system.

If your system is appropriately configured, this report can also show information for the routes that carry the calls leaving your system, such as interflow calls or outgoing DN calls.

Your ACD operation has to pay for the time calls wait on some trunks. This report can be used to determine the costs for each queue. It can also be used to retrieve the number of calls abandoned to a queue that has Night Call Forward (NCFW) specified. The source queue must have a NCFW target of an inactive queue in order for MAX to peg the night calls abandoned.

The ACD-DN by Route Performance Report and the Route by ACD-DN Performance Report can be performed on this inactive queue to determine after hour call statistics which include the abandoned calls.

The key fields for the ACD-DN by Route Performance Report are *ACD-DN* and *Route*. An interval report for three queues is shown in Figure 12-10.

Figure 12-10
ACD-DN by Route Performance Report

ACD-DN by Route Performance Report Page 1
Interval Report
ABC Corporation Date: 04/20/92 Time: 20:14:32
Interval: 08:00 - 09:30 Day: 04/20/92

ACD DN	INTVL	ROUTE	CALLS OFFRD	CCS	SRV LVL%	CALLS_ANSWD BEF_T	CALLS_ANSWD AFT_T	CALLS_ABDND BEF_T	CALLS_ABDND AFT_T	DIVERTED OVFL	DIVERTED INTFL	DEL 1ST	ANN 2ND
Day: 04/17/92													
6130	08:00	Main Rou	1	0	0	0	0	0	1	0	0	0	0
	08:30		63	101	67	42	19	0	2	62	0	20	16
	09:00		65	99	45	28	35	1	1	65	0	41	14
	09:30		43	111	33	13	23	1	6	43	0	30	26
6130			172	311	36	83	77	2	10	170	0	91	56
6300	08:00	Main Rou	80	17	8	4	0	2	74	4	0	0	0
	08:30	Internal	0	6	0	0	0	0	0	0	0	0	0
		Main Rou	182	303	51	92	78	0	12	182	0	92	70
	09:00		154	262	36	52	95	4	3	154	0	110	42
	09:30		154	463	9	12	108	2	32	154	0	142	127
6300			570	1051	26	160	281	8	121	494	0	344	239
6400	08:00	Special	1	0	0	0	0	0	1	0	0	0	0
	08:30		3	2	33	1	1	0	1	2	0	2	0
	09:00		1	6	0	0	1	0	0	1	0	1	1
	09:30		3	11	33	1	2	0	0	3	0	2	1
6400			8	19	16	2	4	0	2	6	0	5	2
			750	1381	26	245	362	10	133	670	0	440	297

Statistics on the ACD-DN by Route Performance Report

Calls Offrd

The number of calls offered, including calls answered, abandoned, and forwarded. It does not include calls overflowed into a queue on this route. These calls are counted on the route to which they were originally directed.

CCS

The time, in hundred call seconds, a route was in use. It includes answering delay, abandoning delay, and holding time.

Srv Lvl %

The percentage of calls answered or abandoned within the maximum delay threshold.

Calls Answd Bef_T
The number of calls answered before the maximum delay threshold.

Calls Answd Aft_T
The number of calls answered at or after the maximum delay threshold.

Calls Abdnd Bef_T
The number of calls abandoned before the maximum delay threshold.

Calls Abdnd Aft_T
The number of calls abandoned at or after the maximum delay threshold.

Diverted Ovfl
The number of calls diverted to another queue in the ACD system.

Diverted Intfl
The number of calls diverted to a destination outside the ACD system by way of Interflow or Night Service.

1st Del Ann
The number of calls which received the first delay announcement.

2nd Del Ann
The number of calls which received the second delay announcement.

Interpreting the report

The ACD-DN by Route Performance Report shows statistics based on the queue to which a call was originally directed (the source ACD-DN) and not for where the call was eventually answered (the destination ACD-DN). The number of overflow, interflow, and transferred calls, therefore, all affect these statistics.

The time the route was in use is shown under *CCS*. The value is expressed in hundreds of call seconds. It includes answering delay, abandoning delay, talk time, and time calls spend on hold.

Route by ACD-DN Performance Report

The Route by ACD-DN Performance Report shows the queues to which the traffic on each trunk route is directed.

Your ACD operation has to pay for the time calls wait on some trunks. This report can be used to determine the costs for each queue. It can also be used to retrieve the number of calls abandoned to a queue that has Night Call Forward (NCFW) specified. The source queue must have a NCFW target of an inactive queue in order for MAX to peg the night calls abandoned.

The ACD-DN by Route Performance Report and the Route by ACD-DN Performance Report can be performed on this inactive queue to determine after hour call statistics which include the abandoned calls.

The key fields for the Route by ACD-DN Performance Report are *ACD-DN* and *Route*. An interval report for three routes is shown in Figure 12-11.

Figure 12-11
Route by ACD-DN Performance Report

Route by ACD-DN Performance Report Page 1
Interval Report
ABC Corporation Date: 04/20/92 Time: 20:15:37
Interval: 08:00 - 09:30 Day: 04/20/92

ROUTE	INTVL	ACD DN	CALLS OFFRD	CCS	SRV LVL%	CALLS_ANSWD BEF_T	CALLS_ANSWD AFT_T	CALLS_ABDND BEF_T	CALLS_ABDND AFT_T	DIVERTED OVFL	DIVERTED INTFL	DEL 1ST	ANN 2ND
Day: 04/17/92													
Internal	08:30	6300	6	130	83	5	1	0	0	0	0	0	0
Internal			6	130	83	5	1	0	0	0	0	0	0
Main Rou	08:00	6130	10	182	90	9	1	0	1	0	0	0	0
		6300	80	370	62	50	5	0	3	4	0	0	0
	08:30	6130	63	230	75	47	4	0	2	12	0	20	16
		6300	182	303	85	155	5	0	2	20	0	92	70
	09:00	6130	65	199	79	51	1	1	1	11	0	41	14
		6300	154	262	81	124	7	2	3	18	0	110	42
	09:30	6130	43	111	86	37	3	1	1	1	0	30	26
		6300	154	263	82	126	4	1	2	21	0	142	127
Main Rou			841	1920	80	599	30	5	15	87	0	435	295
Special	08:00	6400	5	5	100	5	0	0	0	0	0	0	0
	08:30		4	1	75	3	1	0	0	0	0	2	0
	09:00		12	2	70	8	1	0	1	1	0	1	1
	09:30		6	3	80	5	1	0	0	0	0	2	1
Special			27	11	81	21	3	0	1	1	0	5	2
			874	2061	81	625	34	5	16	88	0	440	297

Statistics on the Route by ACD-DN Performance Report

Calls Offrd

The number of calls offered, including calls answered, calls abandoned, and calls forwarded. It does not include calls which overflowed into a queue on this route. These are counted on the queue to which they were originally directed.

CCS

The time, in hundred call seconds, a route was in use. It includes answering delay, abandoning delay, and holding time.

Srv Lvl %
The percentage of calls answered or abandoned within the maximum delay threshold.

Calls Answd Bef_T
The number of calls answered before the maximum delay threshold.

Calls Answd Aft_T
The number of calls answered at or after the maximum delay threshold.

Calls Abdnd Bef_T
The number of calls abandoned before the maximum delay threshold.

Calls Abdnd Aft_T
The number of calls abandoned at or after the maximum delay threshold.

Diverted Ovfl
The number of calls diverted to another queue in the ACD system.

Diverted Intfl
The number of calls diverted to a destination outside the ACD system by way of Interflow or Night Service.

1st Del Ann
The number of calls which received the first delay announcement.

2nd Del Ann
The number of calls which received the second delay announcement.

Interpreting the report

The Route by ACD-DN Performance Report shows statistics based on the queue to which a call was originally directed (the source ACD-DN) and not for where the call was eventually answered (the destination ACD-DN). The number of overflow, interflow, and transferred calls, therefore, all affect these statistics.

The time the route was in use is shown under *CCS*. The value is expressed in hundreds of call seconds. It includes answering delay, abandoning delay, talk time, and time calls spend on hold.

DNIS Performance Report

The DNIS Performance Report contains many of the same statistics as the Summarized ACD-DN Performance Report, but it groups the statistics by the DNIS numbers for the incoming calls instead of by ACD-DN.

The key field for the DNIS Performance Report is *DNIS Number.* An interval report for four DNIS numbers is shown in Figure 12-12.

Figure 12-12
DNIS Performance Report

Page 1

DNIS Performance Report
Interval Report

ABC Corporation Date: 03/21/92 Time: 16:04:03

Intervals: 14:00 Day: 03/21/92

DNIS NMBR	DNIS IDENTIFIER	INTVL	CALLS ANSWD	AVG ANSW DLY SEC	MAX ANSW DLY SEC	CALLS ABAND	AVG ABND DLY SEC	MAX ABND DLY SEC	AVG TALK SEC	TSF %
Day: 04/17/89										
0123	Local 1	14:00	84	26	40	7	30	60	64	62
0123			84	26	40	7	30	60	64	62
0124	Local 2	14:00	237	2	10	19	20	41	61	96
0124			237	2	10	19	20	41	61	96
0125	Long Dist 1	14:00	176	7	12	3	10	15	70	88
0125			176	7	12	3	10	15	70	88
0126	Long Dist 2	14:00	171	7	15	7	11	20	64	86
			171	7	15	7	11	20	64	86
			668	11	40	36	18	60	65	83

Statistics on the DNIS Performance Report

Calls Answd
The number of calls answered.

Avg Answ Dly
The average delay before answering.

Max Answ Dly
The longest delay experienced before answering.

Calls Aband
The number of calls abandoned.

Avg Abnd Dly
The average delay before a call was abandoned.

Max Abnd Dly
The longest delay before a call was abandoned.

Avg Talk
The average talk time.

TSF %
The Telephone Service Factor.

Interpreting the report

The information on this report is similar to that on the Summarized ACD-DN Performance Report, except that here the information is grouped according the telephone numbers your customers dial.

The Summarized ACD-DN Performance Report shows if there are problems with a specific queue. The DNIS Performance Report indicates if the problem is a specific telephone number. Your operation may have different phone numbers for different parts of the country. If you have difficulty servicing a specific phone number, it may mean that area has more call traffic than one number can handle, and that your system should consider leasing another line or reassigning an existing line.

ACD-DN by Activity Code Report

The ACD-DN by Activity Code Report shows the number of times activity codes have been charged to an ACD-DN and the average time spent on direct call processing for each ACD-DN. The ACD-DN data is further broken down by the different activity codes entered within each queue. It shows the type of work being done on each queue, and the time that work is taking.

The key fields for the ACD-DN by Activity Code Report are *ACD-DN* and *Activity Code.* An interval report for one ACD-DN appears in Figure 12-13.

Statistics on the ACD-DN by Activity Code Report

Number of Calls

The number of occasions on which the activity code was entered.

Average Talk Time

The average talk (direct call processing) time charged to the activity code.

Interpreting the report

When a single call has several activity codes entered against it, each code is counted separately in the *Number of Calls* column. This occurs even if two portions of the call have the same activity code. The talk time is split according to when each activity code was entered.

When the same type of work is being done in several queues, this report allows you to compare how fast the work is being done on each queue.

Figure 12-13
ACD-DN by Activity Code Report

ACD-DN by Activity Code Report
Interval Report

Page 1

ABC Corporation Date: 04/15/92 Time:08:09:22

Interval: 08:00 - 14:00 Day: 04/13/92

--------ACD-------- NAME	NUMBER	INTVL	ACTIVITY CODE	NUMBER OF CALLS	AVERAGE TALK TIME SEC
Day: 04/13/92					
Marketing Inf	3000	08:00	101	1	21
			112	1	114
			250	1	18
			901	3	25
			902	1	26
		08:30	101	0	419
			103	1	58
			104	1	60
			901	2	30
		09:00	103	1	23
			208	1	298
			901	1	30
		09:30	103	1	625
			112	1	168
			303	1	156
			903	1	30
		10:00	250	1	625
		10:30	101	1	168
		11:00	111	1	50
		11:30	101	1	246
			208	2	160
			250	1	8
			303	1	66
		12:00	302	1	122
			901	1	22
		12:30	303	2	169
			901	1	58
		13:00	100	1	37
			250	1	26
		13:30	301	1	34
			306	2	81
		14:00	901	2	26
			903	1	26
Marketing Inf				39	122
Marketing Inf				39	122

Activity Code by ACD-DN Report

The Activity Code by ACD-DN Report displays the number of times each activity code was entered and the average time spent on direct call processing. The activity data is broken down further by the ACD-DNs in which the activity codes were entered. It shows the type of work performed by agents and the time that work is taking.

The key fields for the Activity Code by ACD-DN Report are *ACD-DN* and *Activity Code*. An interval report for one ACD-DN and seven activity codes is shown in Figure 12-14.

Statistics on the Activity Code by ACD-DN Report

Number of Calls

The number of occasions on which the activity code was entered.

Average Talk Time

The average direct call processing time charged against the activity code.

Interpreting the report

The information on this report is similar to that on the ACD-DN by Activity Code Report, except that here detailed information is shown about each activity code and the queues for which it was entered.

This report allows you to compare the time spent doing the different types of work on your system.

In Figure 12-14, activity code 101 is receiving twice as many calls as all but one of the other activity codes, and the average time for these calls is comparatively high. There may be a problem with this type of work, or you may want to consider directing these types of calls to a single queue where they can be handled more efficiently.

Figure 12-14
Activity Code by ACD-DN Report

Activity Code by ACD-DN Report Page 1
Interval Code

ABC Corporation Date: 04/15/92 Time: 08:14:03

Intervals: 08:00 - 11:00 Day: 04/14/92

ACTIVITY CODE Day: 04/14/92	INTVL	ACD NAME	ACD NUMBER	NUMBER OF CALLS	AVERAGE TALK TIME SEC
63	09:00	Marketing Inf	3000	1	134
63				1	134
101	09:00	Marketing Inf	3000	1	550
	09:30			1	22
	10:00			1	422
101				3	331
102	11:00	Marketing Inf	3000	1	92
102				1	92
111	19:30	Marketing Inf	3000	1	92
111				1	92
200	08:00	Marketing Inf	3000	1	15
	08:30			0	53
200				1	34
201	08:30	Marketing Inf	3000	1	59
	09:00			0	139
201				1	99
208	08:00	Marketing Inf	3000	1	76
	09:30			2	69
	10:00			2	392
	11:00			1	34
208				6	142
				14	132

RAN Route Report

The RAN Route Report, shown in Figure 12-15, is a comprehensive report on the RAN route usage providing your Meridian 1 switch is using X11 Release 17 software or higher. Names for the RAN routes can be assigned in the Route Definition option of the Parameter Administration feature.

This report can also be used to collect day/night RAN statistics. To retrieve only Night RAN Route statistics, you must generate a RAN Route Report for the intervals in which the queues using these RAN Routes are in Night Service.

The key field for the RAN route report is *RAN Route*.

Figure 12-15
RAN Route Report

```
                                RAN Route Report                    Page 1
                                 Daily Report
ABC Corporation                        Date: 04/20/92   Time: 20:15:37
Days: All

   RAN          DAY              RAN          RAN
 ROUTE                       ACCESSES          CCS

     9         03/17/92             1            4
               03/18/92             1            6
               03/23/92             1            1
               03/27/92             1            1
               04/07/92             4            3
               04/15/92             1            2
- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -
     9                              9           17
- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -
```

Statistics on the RAN Route Report

RAN Route

This field shows the specific Route ID the RAN uses.

Time Frame Header

The actual title of this field depends on the time frame the report uses. In the example shown in Figure 12-15 is "DAY".

RAN Accesses

This field represents the number of calls that heard the RAN.

RAN CCS

This field is the number of seconds, measured in hundreds, the RAN route was in use. For example, an entry of **4** would mean the RAN route was used for 400 seconds.

Control DN Performance Report

The Control DN Performance Report, shown in Figure 12-16, is available only if you have the CCR/EAR option. This report shows the call traffic through the CDNs. It is available for all of the Meridian MAX standard time-frames. The key field for the CDN Performance Report is the *CDN*.

Figure 12-16
Control DN Performance Report

```
                                Control DN Performance Report          Page 1
                                      Interval Report
ABC Corporation                                Date: 04/20/92   Time: 20:15:37
Interval: 08:00 .. 10:00  Days: All

CONTROL  INTVL  CALLS   CALLS  AVG    LONG  CALLS  LONG  SRV   --- CALL TERMINATION ---
  DN            ACCPT  ANSWD  ANS    ANS   ABND   ABD   LVL%  ROUTE  DISC-  BUSY-  DFLT-
                                DEL    DEL          DEL                              DN
                                SEC    SEC          SEC

  500   08:00    35     33     18     32     2     31    86      0      0      0      0
        08:30    26     26     18     32     0      0    92      0      0      0      0
        09:00    38     38     18     32     0      0    95      0      0      0      0
        09:30    42     41     16     32     1     31    95      0      0      0      0
        10:00    38     36     19     32     2     31    87      0      0      0      0
- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -
  500           179    174     18     32     5     19    91      0      0      0      0
- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -
  501   08:00    46      0      0      0     0      0     0      0      0      0     46
        08:30    32      0      0      0     0      0     0      0      0      0     32
        09:00    35      0      0      0     0      0     0      0      0      0     35
        09:30    47      0      0      0     0      0     0      0      0      0     47
        10:00    31      0      0      0     0      0     0      0      0      0     31
- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -
  501           191      0      0      0     0      0     0      0      0      0    191
- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -
  502   08:00    27     27     12     22     0      0   100      0      0      0      0
        0B:30    39     39     14     22     0      0   100      0      0      0      0
        09:00    27     27     13     22     0      0   100      0      0      0      0
        09:30    32     32     12     22     0      0   100      0      0      0      0
        10:00    37     37     14     27     0      0   100      0      0      0      0
- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -
  502           162    162     13     23     0      0   100      0      0      0      0
- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -
  503   0B:00    40      0      0      0     0      0     0      0      0      0     40
        08:30    48      0      0      0     0      0     0      0      0      0     48
        09:00    37      0      0      0     0      0     0      0      0      0     37
        09:30    33      0      0      0     0      0     0      0      0      0     33
        10:00    56      0      0      0     0      0     0      0      0      0     56
- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -
  503           214      0      0      0     0      0     0      0      0      0    214
- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -
  504   08:00    26     26     13     14     5      5    48      0      0      0      0
```

Statistics on the Control DN Performance Report

Control DN
This field is the unique CDN identifier.

Base Time Unit
This field shows the period of time being used in the report.

Calls Accpt
This field is the total number of calls accepted by the CDN, including all of the calls that terminated with the CDN.

Calls Answd
This field is the total number of CDN calls answered.

Avg Ans Del Sec
This field is the average number of seconds between the time a call was accepted and the time the call was answered.

Long Ans Del Sec
This field is the highest number of seconds between the time a call was accepted and the time the call was answered.

Calls Abnd
This field is the total number of CDN calls abandoned.

Long Abd Del Sec
This field is the highest number of seconds between the time a CDN call was accepted and the time the call was abandoned.

Srv Lvl %
This field is the percentage of CDN calls answered or abandoned within the maximum delay threshold.

Call Termination: Route
This field shows the number of CDN calls given the "Route To" command.

Call Termination: Disc
This field shows the number of CDN calls given the "Force Disconnect" CCR operation.

Call Termination: Busy

This field shows the number of CDN calls given the "Force Busy" CCR operation, plus the number of calls that were busy because of the call ceiling. The CDN calls can be in Default or Controlled mode.

Call Termination: Dflt DN

This field shows the number of CDN calls given to the CDN's Default ACD-DN. The CDN was in Default mode when these calls came in.

CDN Delay Before Answering Report

The CDN Delay Before Answering Report, shown in Figure 12-17, is available only if you have the CCR/EAR MIS option.

Figure 12-17
CDN Delay Before Answering Report

CDN Delay Before Answering Report
Daily Report

Page 1

ABC Corporation Date: 04/20/92 Time:22:29:08

Days: 04/13/92 - 04/19/92

CDN	DAY	CALLS ANSWD	-----PERCENT OF CALLS ANSWERED WITHIN (SEC)- 0- <12	12- <24	24- <36	36- <48	48- <60	60- <120	120- <180	180- <240	240- <300	300- +	AVG DEL SEC	LONG DEL SEC
500	04/16/92	365	3	5	2	5	4	0	0	0	10	71	569	1083
	04/17/92	1323	4	4	4	4	4	0	0	0	16	64	537	1083
	04/18/92	1303	5	3	3	4	4	0	0	0	16	65	534	1083
	04/19/92	1315	3	5	4	5	4	0	0	0	14	65	535	1083
	04/20/92	758	4	5	4	4	4	0	0	0	16	63	514	1083
500		5064	4	4	4	4	4	0	0	0	15	65	534	1083
502	04/16/92	572	3	4	4	5	3	0	0	0	13	68	551	1083
	04/17/92	1789	4	4	4	4	4	0	0	0	16	66	540	1083
	04/18/92	1762	4	4	5	4	4	0	0	0	16	63	536	1083
	04/19/92	1820	4	3	4	5	4	0	0	0	15	65	541	1083
	04/20/92	1015	4	4	4	4	4	0	0	0	16	64	540	1083
502		6958	4	4	4	4	4	0	0	0	15	65	540	1083
504	04/16/92	316	4	3	2	3	4	0	0	0	13	71	566	1083
	04/17/92	997	4	5	4	3	4	0	0	0	17	62	524	1083
	04/18/92	1040	4	4	3	4	4	0	0	0	16	64	539	1082
	04/19/92	1043	4	4	4	3	4	0	0	0	16	65	539	1083
	04/20/92	573	3	3	5	4	5	0	0	0	13	66	533	1083
504		3969	4	4	4	4	4	0	0	0	16	65	537	1083
506	04/16/92	191	3	6	5	2	2	0	0	0	15	68	537	1083
	04/17/92	663	4	4	4	3	4	0	0	0	14	66	540	1083
	04/18/92	683	5	4	2	4	3	0	0	0	14	67	566	1083
	04/19/92	688	4	5	3	3	4	0	0	0	13	68	574	1083
	04/20/92	394	3	4	3	3	6	0	0	0	11	70	587	1083
506		2619	4	5	3	3	4	0	0	0	14	68	565	1083
508	04/16/92	212	5	3	3	4	2	0	0	0	16	67	549	1081

The purpose of the CDN Delay Before Answering Report is to show a trend. It gives information about the service CDN callers receive, how rapidly calls are answered, and the lengths of delay callers experience.

The *Percent of Calls Answered* fields, (for example, time categories) can be modified in the Spectrum Definition mode of Report Definition.

You can use this report to decide when your recorded announcements and music should play to encourage your callers to wait. The report also supplements other Management Reports to help you decide if staff adjustments are needed or to forecast traffic patterns.

The key field for the CDN Delay Before Answering Report is the *CDN*.

Statistics on the CDN Delay Before Answering Report

CDN

This field is the unique CDN identifier.

Base Time Unit

This field shows the period of time used in the report.

Calls Answd

The number of CDN calls answered by agents.

Percent of Calls Answered Within (Sec)

The percentage of CDN calls answered within the specified delay period.

Avg Del Sec

The average time a CDN call waited before being answered.

Long Del Sec

The longest time a CDN call waited before being answered.

CDN Delay Before Abandoning Report

The CDN Delay Before Abandoning Report, shown in Figure 12-18, is available only if you have the CCR/EAR MIS option.

Figure 12-18
CDN Delay Before Abandoning Calls Report

Page 1

CDN Delay Before Abandoning Report
Daily Report

ABC Corporation Date: 04/20/92 Time:20:40:12

Days: 04/13/92 - 04/19/92

CDN	DAY	CALLS ABAND	PERCENT OF CALLS ABANDONED WITHIN (SEC) 0- <12	12- <24	24- <36	36- <48	48- <60	60- <120	120- <180	180- <240	240- <300	300- +	AVG DEL SEC	LONG DEL SEC
6100	04/14/92	9	67	22	11	0	0	0	0	0	0	0	12	32
	04/17/92	203	22	13	14	7	4	17	8	3	4	1	60	314
	04/18/92	119	29	14	10	10	13	20	4	0	0	0	40	166
	04/19/92	64	36	20	14	8	5	14	3	0	0	0	29	126
6100		395	27	15	13	8	7	17	6	2	2	1	48	314
6200	04/14/92	9	67	22	11	0	0	0	0	0	0	0	12	32
	04/17/92	2	22	13	14	7	4	17	8	3	4	1	60	314
	04/18/92	2	29	14	10	10	13	20	4	0	0	0	40	166
	04/19/92	2	36	20	14	8	5	14	3	0	0	0	29	126
6200		15	27	15	13	8	7	17	6	2	2	1	48	314
6500	04/14/92	0	67	22	11	0	0	0	0	0	0	0	12	32
	04/15/92	0	22	13	14	7	4	17	8	3	4	1	60	314
	04/16/92	0	29	14	10	10	13	20	4	0	0	0	40	166
	04/17/92	0	36	20	14	8	5	14	3	0	0	0	29	126
	04/18/92	0	22	22	22	33	12	11	1	0	0	0	22	123
	04/19/92	0	33	33	33	22	12	11	1	0	0	0	22	123
6500		0	27	15	13	8	7	17	6	2	2	1	48	314
		410	27	15	13	8	7	17	6	2	2	1	48	314

The purpose of the CDN Delay Before Abandoning Report is to show a trend. It shows the tolerance level of your customers, how many CDN calls are abandoned, and how long callers wait before they hang up.

The *Percent of Calls Abandoned* fields, (i.e. time categories) can be modified in the Spectrum Definition mode of Report Parameter Definition.

The report shows if CDN callers abandoned before or after hearing the recorded announcement. You can use the information to decide when your recorded announcements and music play to encourage your callers to wait. You may also decide to change to a more persuasive or informative message.

The key field for the Delay Before Abandoning Report is the *CDN*.

Keep in mind that callers' tolerance levels fluctuate. If the recorded announcements tell them why they are experiencing a delay, they are usually more willing to wait.

Statistics on the CDN Delay Before Abandoning Report

Calls Aband
The number of CDN calls abandoned by the caller.

Control DN
This field is the unique CDN identifier.

Days
This field shows the time period used in the report.

Percent of Calls Abandoned Within (Sec)
The percentage of CDN calls abandoned within the specified delay period.

Avg Del Sec
The average time a CDN call waited before being abandoned.

Long Del Sec
The longest time a CDN call waited before being abandoned.

CDN Call Answer Breakdown Report

The CDN Call Answer Breakdown Report, shown in Figure 12-19, is available only if you have the CCR/EAR MIS option.

Figure 12-19
CDN Call Answer Breakdown Report

```
                        CDN Call Answer Breakdown Report          Page 1
                                Interval Report
ABC Corporation                          Date: 04/20/92   Time: 20:15:37
Interval: 09:00  Day: 04/19/92


CONTROL   ACD-DN    INTVL  CALLS  AVG  LONG
  DN      NUMBER          ANSWD  ANS  ANS
                                 DEL  DEL
                                 SEC  SEC

  500       850     09:00     24  482  1076
            851     09:00     12  574  1076
            852     09:00      6  286   551
- - - - - - - - - - - - - - - - - - - - - - -
  500                       42  447  1076
- - - - - - - - - - - - - - - - - - - - - - -
  502       864     09:00     23  537  1074
            865     09:00     14  427  1054
            866     09:00      3  385   539
- - - - - - - - - - - - - - - - - - - - - - -
  502                       40  450  1074
- - - - - - - - - - - - - - - - - - - - - - -
  504       878     09:00     14  612  1061
            879     09:00      5  597  1080
- - - - - - - - - - - - - - - - - - - - - - -
  504                       19  604  1080
- - - - - - - - - - - - - - - - - - - - - - -
  506       882     09:00      5  758  1075
            883     09:00      8  551  1063
            884     09:00      2   32    36
- - - - - - - - - - - - - - - - - - - - - - -
  506                       15  447  1075
- - - - - - - - - - - - - - - - - - - - - - -
  508       886     09:00      3  530   770
            887     09:00      5  694  1027
            888     09:00      1   19    19
- - - - - - - - - - - - - - - - - - - - - - -
  508                        9  414  1027
- - - - - - - - - - - - - - - - - - - - - - -
  510       850     09:00     13  603  1076
            851     09:00     10  441  1057
            852     09:00      9  517   817
- - - - - - - - - - - - - - - - - - - - - - -
```

This report shows the call traffic through the CDNs and answering ACD-DNs. It is available for all of the Meridian MAX standard time-frames.

The key fields for the CDN Call Answer Breakdown Report are the *ACD-DN* and the *CDN*.

Statistics on the CDN Call Answer Breakdown Report

Control DN

This field shows the unique CDN identifier.

ACD-DN Number

This field shows the CDN's target ACD-DNs.

Base Time Unit

This field shows the period of time being used in the report.

Calls Answd

This field shows the total number of CDN calls answered.

Avg Ans Del Sec

This field shows the average number of seconds between the time a call was accepted and the time the call was answered.

Long Ans Del Sec

This field shows the highest number of seconds between the time a call was accepted and the time the call was answered.

Event log reports

This section describes the event log reports available in Meridian MAX.

Event log reports provide various levels of detail about an agent's workday. They show login and logout times, and walkaway and return activities.

The reports show the hours an agent worked. You can use the reports to schedule agents or to check the hours worked against payroll information.

Most of the fields on the event logs are unique to the event log reports and are not available in the Agent Statistics Group (see "Standard Management Reports") and are, therefore, not available for custom reports.

The descriptions of the event log reports are presented in the order the reports appear on the selection menu, as follows:

- Agent First Login/Last Logout
- Agent All Login/Logout
- Agent Detail Log Report

To access Event Log Reports, select *"Report Definition"* from the main menu and *"Report Parameter Definition"* from the submenu. When completing this screen, select "*Event Log*" under the Style field, and then one of the three formats offered. Then you must specify *Day* and *Agent*.

Disclaimer

The event logs presented in this chapter are examples only. Every Meridian MAX system is different, and it is very unlikely that the values in these reports are similar to those produced by your system. The examples are show you the information available and how it is presented. They are not meant to show values you should expect to see from your system. Similarly, the section of analysis that follows most of the examples is only a guide to the interpretation of the report. Your operation may have special situations that have not been covered in this document.

Reporting intervals

The data on the event logs is available for the length of time defined in your capacity configuration. Refer to the *Meridian MAX 6 Maintenance and Diagnostics Guide* (NTP 553-4001-811), "Capacity Configuration" chapter.

Report keys

The key field on each of the event logs is Agent or Position ID. You can generate a report for a single agent, a range of agents, or for all agents.

Agent First Login/Last Logout Report

The Agent First Login/Last Logout Report, seen in Figure 13-1, shows when an agent started and ended the day, and how much time was spent in manned or walkaway status.

It is used as a summary for payroll and administration.

Figure 13-1
Agent First Login/Last Logout Report

Agent First Login/Last Logout Report Page 1
Daily Report

ABC Corporation
Day: 04/19/92 Date: 04/20/92 Time:20:25

AGENT	PERIOD	START TIME	END TIME	LOGIN DURATN HH:MM	MANNED TIME HH:MM	%LOGIN DURATN MANNED	WALK-AWAY TIME HH:MM	%MANNED TIME IN WALKAWAY
Day: 04/19/92								
100	WORKDAY	08:23:48	16:16:52	07:53	07:20	93	00:00	0
102	WORKDAY	08:44:52	16:45:58	08:01	07:28	93	00:00	0
104	WORKDAY	07:47:00	16:46:46	09:00	08:28	94	00:02	0
106	WORKDAY	07:47:42	15:47:26	08:00	07:19	92	00:00	0
107	WORKDAY	08:50:14	16:46:26	07:56	07:26	94	00:00	0
108	WORKDAY	08:48:58	23:59:59	15:11	14:36	96	00:00	0
109	WORKDAY	07:46:08	15:46:08	08:01	07:27	93	00:44	9
110	WORKDAY	07:46:08	15:46:08	08:00	07:23	92	00:00	0
112	WORKDAY	07:46:30	15:45:42	07:59	07:59	100	00:00	0
113	WORKDAY	08:15:46	16:52:22	08:36	07:27	93	00:07	1
114	WORKDAY	08:56:04	15:41:10	06:45	06:08	91	00:00	0
115	WORKDAY	07:46:56	15:40:14	07:53	05:35	71	00:00	0

Statistics on the Agent First Login/Last Logout Report

Start Time

The time of the first login of the day.

End Time

The time of the last logout of the day.

Login Duratn
The time between the first login and the last logout of the day.

Manned Time
The time spent logged into the system.

% Login Duratn Manned
The percentage of the login duration time the position was manned.

Walkaway Time
The time spent in walkaway status.

% Manned Time In Walkaway
The percentage of manned time spent in walkaway status.

Interpreting the report

Two statistics show the productivity of an agent. The % Login Duratn Manned statistic indicates the percentage of time a logged in agent spent in manned status. The % Manned Time In Walkaway indicates the percentage of manned time an agent spent in walkaway status. A high value in this field might justify a change in your working procedures. Both of these fields should be within an acceptable range set by your organization.

Agent All Login/Logout Report

The Agent All Login/Logout Report, Figure 13-2, shows the time and length of each agent's login and logout activities during the day.

It can be used to verify shift and break times.

Figure 13-2
Agent All Login/Logout Report

Agent All Login/Logout Report
Daily Report

Page 1

ABC Corporation

Date: 04/20/92 Time: 20:22

Day: 04/19/92

AGENT	PERIOD	START TIME	END TIME	LOGIN DURATN HH:MM	MANNED TIME HH:MM	%LOGIN DURATN MANNED	WALK-AWAY TIME HH:MM	%MANNED TIME IN WALKAWAY
Day: 04/19/92								
128	MANNED	10:44:28	15:18:26		04:34		00:00	0
	MANNED	15:49:10	18:46:26		02:57		00:00	0
	WORKDAY	10:44:28	18:46:26	08:02	07:31	94	00:00	0
129	MANNED	08:55:26	10:57:30		02:02		00:00	0
	MANNED	11:13:14	11:37:58		00:25		00:00	0
	MANNED	11:41:42	11:43:40		00:02		00:00	0
	MANNED	12:32:00	14:53:52		02:22		00:00	0
	MANNED	14:55:30	15:04:20		00:09		00:00	0
	MANNED	15:10:56	16:38:08		01:27		00:00	0
	WORKDAY	08:55:26	16:38:08	07:43	06:27	84	00:00	0
130	MANNED	09:05:24	11:16:48		02:11		00:00	0
	MANNED	11:18:34	12:25:16		01:07		00:00	0
	MANNED	12:31:16	13:14:52		00:44		00:00	0
	MANNED	13:43:58	15:46:18		02:02		00:00	0
	MANNED	15:49:30	17:16:28		01:27		00:00	0
	WORKDAY	09:05:24	17:16:28	08:11	07:31	92	00:00	0

Statistics on the Agent All Login/Logout Report

On this report, both manned periods and workday periods appear. The workday period is a summary line for all the manned periods during the day.

MANNED PERIODS

Start Time
The time of each login throughout the day.

End Time
The time of each logout throughout the day.

Manned Time
The time spent logged into the system.

Walkaway Time
The time spent in walkaway status.

% Manned Time In Walkaway
The percentage of manned time spent in walkaway status.

WORKDAY PERIODS

Start Time
The time of the first login of the day.

End Time
The time of the last logout of the day.

Login Duratn
The time between the first login and the last logout of the day.

Manned Time
The sum of all the manned times during the day.

% Login Duratn Manned
The manned time as a percentage of the login duration time.

Walkaway Time
The total time spent in walkaway status.

% Manned Time In Walkaway
Walkaway time as a percentage of manned time.

Interpreting the report

The Start Time and End Time for each manned period should correspond to the scheduled break times for each agent. The Start Time and End Time for the workday period should correspond to those of the shift to which the agent is assigned.

Two statistics show an agent's productivity while logged in. The % Login Duratn Manned statistic shows the percentage of time an agent spent in manned status. The % Manned Time In Walkaway shows the percentage of manned time an agent was in walkaway status. These fields are affected by the time agents spend at their positions. These should be within an acceptable range set by your organization.

Agent Detail Log Report

The Agent Detail Log Report, shown in Figure 13-3, provides further details on each agent's time. It gives the time and length of all login, logout, walkaway, and return activities.

Figure 13-3
Agent Detail Log Report

```
                                Agent Detail Log Report                    Page 1
                                     Daily Report

ABC Corporation
                                                    Date: 04/20/89  Time: 20:25
Day: 04/19/89

AGENT  PERIOD      START      END        LOGIN     MANNED    %LOGIN    WALK-    %MANNED
                   TIME       TIME       DURATN    TIME      DURATN    AWAY     TIME IN
                                         HH:MM     HH:MM     MANNED    TIME     WALKAWAY
Day: 04/19/89                                                          HH:MM

8850   WALKAWAY    12:25:43   12:26:11                                  0:00
       WALKAWAY    12:27:39   12:28:51                                  0:01
       WALKAWAY    12:29:25   12:38:51                                  0:09
       MANNED      12:23:21   14:05:45             1:42                 0:11       10
       WORKDAY     12:23:21   14:05:45    1:42     1:42      100       0:11       10

8963   WALKAWAY    12:27:19   12:29:05                                  0:02
       MANNED      12:23:35   14:05:45             1:42                 0:02        1
       WORKDAY     12:23:35   14:05:45    1:42     1:42      100       0:02        1
```

Statistics on the Agent Detail Log Report

On this report there are walkaway, manned, and workday periods.

WALKAWAY PERIODS

Start Time
The time the agent walked away.

End Time
The time the agent returned.

Walkaway Time
The time spent in walkaway status.

MANNED PERIODS

Start Time
The time of each login throughout the day.

End Time
Time of each logout throughout the day.

Manned Time
The time spent logged into the system.

Walkaway Time
The total time spent in walkaway status during the manned period.

% Manned Time in Walkaway
The walkaway time as a percentage of the manned time.

WORKDAY PERIODS

Start Time
The time of the first login of the day.

End Time
The time of the last logout of the day.

Login Duratn
The time between the first login and the last logout of the day.

Manned Time
The sum of all the logged-in times during the day.

% Login Duratn Manned

The manned time as a percentage of login duration.

Walkaway Time

The total time spent in walkaway status.

% Manned Time in Walkaway

Walkaway time as a percentage of manned time.

Interpreting the report

The interpretation of the manned and workday periods is the same as for the Agent All Login/Logout Report.

Walkaway times can indicate if an agent is absent from the position ID to find reference material or to get assistance.

Report Definition

Report Definition may be restricted by the system administrator through the Supervisor Definition option of Parameter Administration. If this option is disabled, "*Report Definition*" does not appear as an item on the main menu.

In Report Definition, you define the format of a graphic or tabular report, and the parameters used to generate the report. It can then be previewed on your screen or sent to the printer. You can use the series of pre-defined standard management reports, as described in the "Standard management reports" chapter, or you can customize them.

If you are profiled as a system administrator, you can define original public report formats, and overwrite or delete any existing public report definitions. You can also define up to five personal report formats. Personal formats are only visible to the supervisor who created the format and do not appear as a format for public use. You can overwrite or delete any existing personal report definition. Only public reports can be scheduled.

Refer to the "Meridian MAX system" chapter, "Meridian MAX system limits" section for the Report Definition limits for your system.

When you select *"Report Definition"* from the main menu, the Report Definition submenu appears (Figure 14-1). The following selections appear in the submenu.

Report Parameter Definition

The *Report Parameter Definition* allows you to define new reports or make changes to existing reports. Ad hoc print requests can be generated using this option. Parameters, such as the output device and language, can also be set or changed.

Tabular Format Definition

The *Tabular Format Definition* allows you to define new tabular report formats or to make changes to existing customized formats.

Graphic Format Definition

The *Graphic Format Definition* allows you to define new graphic report formats or to make changes to existing customized formats.

If you are profiled as a system administrator, you may see an additional two items listed in the pop-up menu:

Formula Definition

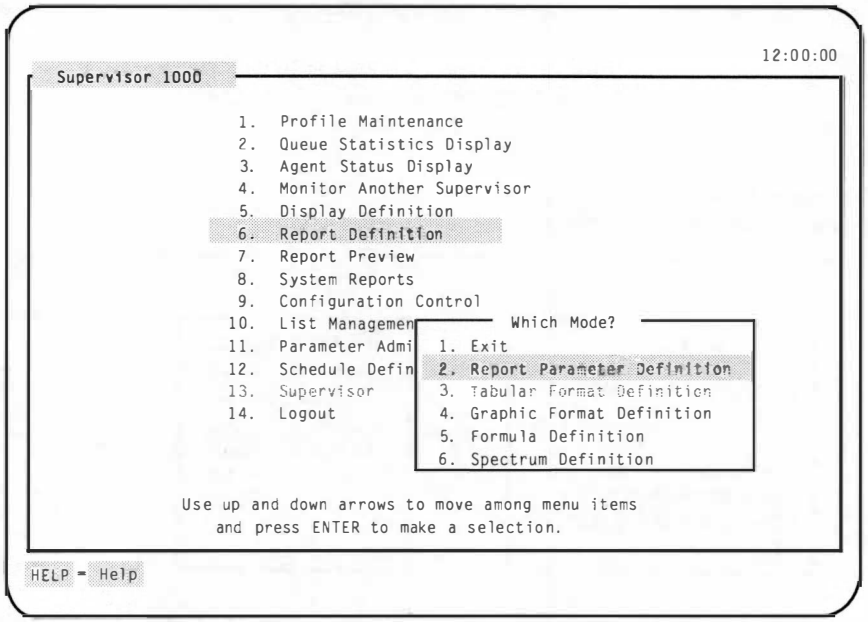
The *Formula Definition* feature, if installed in your system, allows you to define new formulas for use in custom reporting. These formulae can be used in reports in the same way that standard fields are used.

> ***Note:*** Formula Definition is also referred to as Custom Calculator. Formula Definition is further described in the "Custom Calculator" chapter.

Spectrum Definition

The *Spectrum Definition* feature allows you to set up to 10 time boundaries for use in both the answering and abandoning spectrums. The 60 available time boundaries can be used as they are or in combination with each other. The first lower boundary is fixed at 0.

Figure 14-1
Report definition submenu



You may want a report containing the number of non-ACD calls received by a list of agents. A new report format in Tabular Format Definition can be defined or the standard Agent by ACD-DN Performance Report, which already contains this information, can be used. In Report Parameter Definition, you define for which agents and over what period you want to see the information.

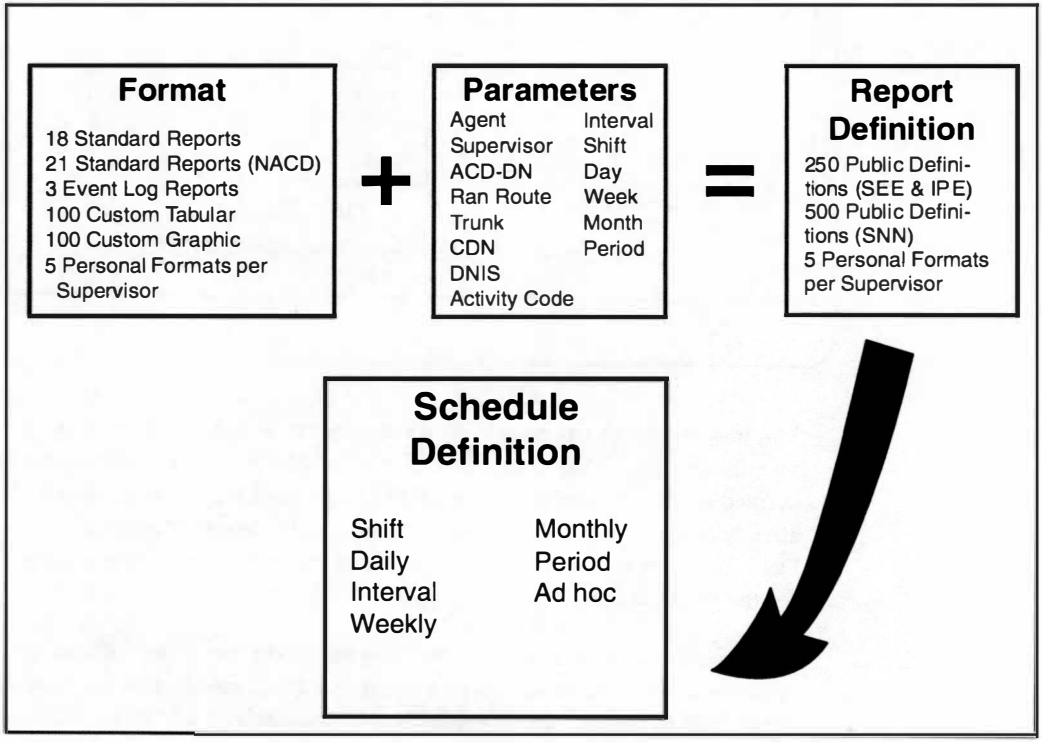
This separation of the report format from the report parameters allows the same format to be used in different situations. For instance, you might want your list of agents and their non-ACD calls to identify a particular problem from a particular day, or you might use the same report format to analyze the trends over the previous month.

Once the format and parameters for a report are defined, the report can be printed immediately or saved and added to a printing schedule.

Note: Although you may read any public report format using these options, you only have write access to your own personal library of reports, unless you have system administration capability.

Ensure the Report Control setting is the same between CDNs and their target ACD-DNs, and between ACD-DNs and their overflow and interflow target ACD-DNs.

Figure 14-2
Report definition process



Statistics groups

The Meridian MAX system receives basic information from the Meridian 1 regarding changes in the status of agents, positions, queues and trunks. The auxiliary processor uses this data to generate meaningful statistics that are useful to supervisors and system administrators.

The statistics generated by the auxiliary processor are gathered into groups. Each statistics group is a collection of data fields. In Report Definition, you can create customized tabular and graphic reports using these fields. The Report Definition Process is shown in Figure 14-2.

A custom report can contain information and statistics chosen from any one statistic group. You cannot mix fields from different statistics groups.

Ten statistics groups are available in Meridian MAX 6. The fields available for each group are listed in the "Report statistics groups" chapter.

Destination ACD-DN statistics

The destination ACD-DN is the queue in which a call is finally answered or abandoned. Destination ACD-DN statistics are gathered for each ACD-DN.

Overflow statistics

When a call overflows, the queue to which the call was originally directed is the source ACD-DN, and the queue to which the call overflowed is the destination ACD-DN. Overflow statistics are gathered for each source and destination ACD-DN combination and therefore can be used to view source queue performance, destination queue performance, or the overflow pattern between the two queues.

Agent statistics

Agent statistics are gathered for each agent/supervisor/ACD-DN combination.

Route statistics

Route statistics are gathered for each route/ACD-DN combination. The route statistics group is very similar to the trunk statistics group. However, the route statistics group contains additional fields used to accumulate "All Trunks Busy" information and does not divide the information down to the trunk level.

Trunk statistics

Trunk statistics are gathered for each route/trunk/source ACD-DN combination.

DNIS statistics

DNIS statistics are gathered for each DNIS number. The statistics in this group do not divide the information down to the trunk level.

Activity Code statistics

Activity Code statistics are gathered for each ACD-DN/Activity Code combination.

CDN statistics

The CDN statistics group provides historical data from the perspective of a source CDN. This group is only available if your system has CCR.

CDN Call Answer Breakdown statistics

The statistics group CDN Call Answer Breakdown statistics provides historical data from the perspective of a source CDN and/or the answering destination ACD-DN. This group is only available if your system has CCR.

RAN Route statistics

The statistics collected in this group provide information on RAN route utilization. The RAN Route statistics group only appears if the Meridian 1 is running Release 17 or higher.

Key fields

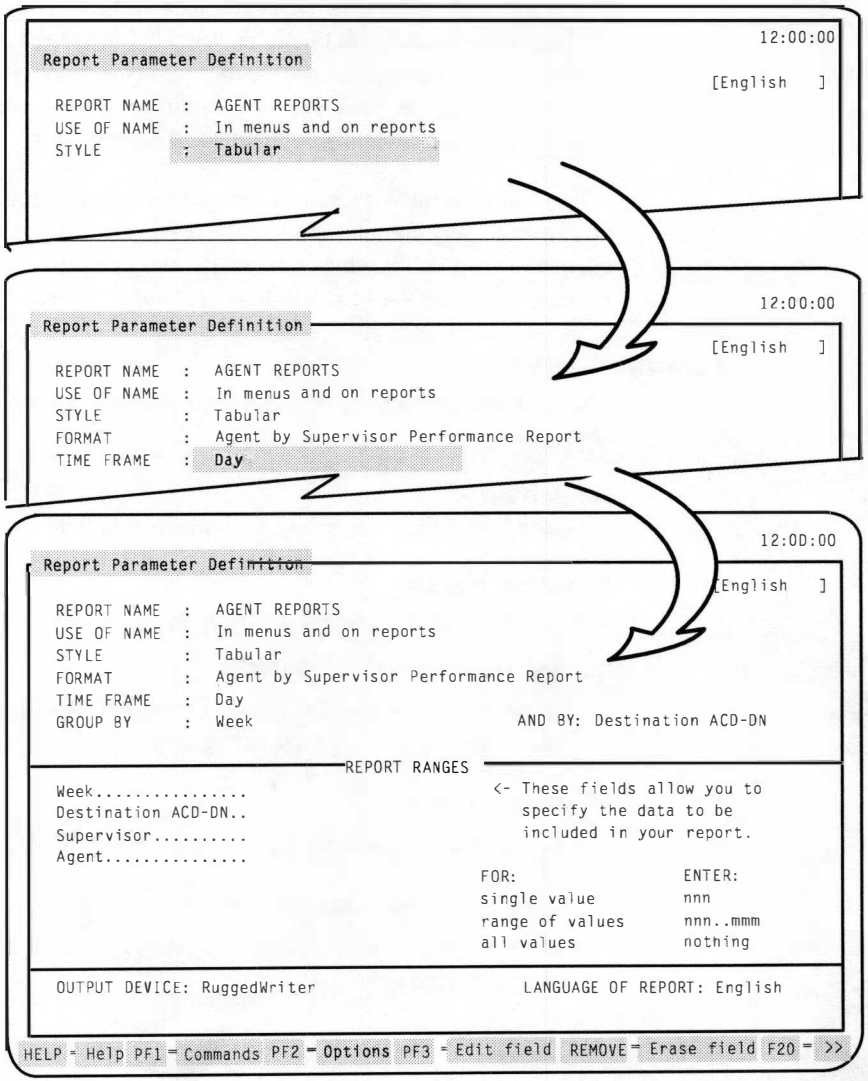
Each statistics group includes one or more fields that allow you to sort and select from the data records available. These fields are called key fields. A report that lists information by agent, for example, has *Agent ID* as one of its key fields. You can generate a report for one or more specific agents, and the list of agent information is in numerical order.

Time is also a key field and is another parameter you can define for your reports. For example, you may want a report to provide information for a certain week, a range of days, or a particular time.

Report parameter definition

The Report Parameter Definition screen, as seen in Figure 14-3, allows you to define the specific time intervals and key field values for your reports.

Figure 14-3
Report parameter definition screen



Note: Up to 500 report definitions can be created on the SNN platform. The limit is 250 for the SEE and IPE platforms.

The Report Parameter Definition function knows the key fields available for each report format and prompts you to enter values for these fields.

When you first enter the Report Parameter Definition function, the fields *Format, Time Frame,* and the fields listed below Report Ranges are missing. When you choose a style for the report, the *Format* and *Time Frame* fields appear. *Time Frame* does not appear for Event Log Reports, since these reports are only available as daily reports.

At any point on this screen, you can move the field selection bar to a field you have already completed and change its value. If you decide you want to change the format for which you are defining parameters, change Style or Format and a new list of key fields to fill out appears.

Function keys

This section describes the function keys available under Report Parameter Definition.

Help=Help

Provides information regarding a feature and its fields.

PF1=Commands

The following commands are available by pressing [Commands]:

- **Exit (without saving changes)**

  Returns the system to the Report Definition submenu. Any changes, which have not been saved, are ignored.

- **Clear the form**

  Clears information from the screen leaving a blank screen.

- **Read an existing report definition**

  Displays an existing public or personal report definition selected from a pop-up window.

- **Undo changes to report definition**

  Returns a modified report definition to its original definition, providing the changes are not saved. The original definition is displayed on the screen.

- **Save as a new public report definition**

  Saves the information currently on display as a new public report definition. Public definitions can be used by anyone working in network administrator mode.

  If an existing report definition is changed, the original report is not affected. Rather, the changed report currently on display is saved under its new name. This ability can save time if modifications are required to a complex report which is to be used again.

- **Save as a new personal report definition**

  Saves the information currently on display as a new personal report definition. The original definition is not altered.

- **Overwrite an existing report definition**

  Allows the original information to be overwritten with the modifications. This command is used when the original report is no longer required.

- **Delete an existing report definition**

  Deletes an existing personal or public report definition. Once this command is executed, the deleted report definition cannot be retrieved.

- **Print this report**

  Prints the report using the definition currently on display. This is known as an ad hoc print request. The ad hoc print request causes this report definition to become the ad hoc report definition. It remains so until another ad hoc print request is made by the same user, even if the user logs out of the system.

- **Read adhoc report definition**

  Displays the report definition used by the last ad hoc print request (see the previous command).

PF1=Select no command
Removes the Commands pop-up window from the screen.

PF2=Options
Displays a description or list of valid entries for the field.

PF2=Remove options pop-up
Removes the Options pop-up window from the screen.

PF2=Select no option
Removes the Options pop-up window from the screen.

PF3=Edit field
Allows a field to be edited.

PF3=End editing
Ends the editing process for a field.

F8= xxxxx Lists
Displays the lists, defined in the List Management feature, which can be used in certain fields in the report range. The type of list, which is available, depends on the particular report and the field being highlighted by the cursor in the report range. For example, if this function key is pressed in the *Source Queue* field of an overflow statistics report, a pop-up window could display available queue lists. In this example, the function key would appear on the screen as F8=Queue Lists. In another field, it could appear as F8=ACD-DN Lists.

F8= No selection
Removes the lists menu pop-up window. This key only appears when the lists menu pop-up window is on the screen.

F10=Report preview
Displays a report on the screen if the *Output Device* field is set to VDT (Video Display Terminal). Wait until the Report Ready indicator appears at the top of the screen, then press [Report Preview] to see how the report will look when it is printed. After a report is sent to the VDT, it remains available for display unless it is deleted or another report is sent to the VDT. Refer to the "Report Preview" chapter for more information.

Remove=Erase field
Removes the contents of a field.

Note: Although you may read any public report format using these options, you only have write access to your own personal library of reports, unless you are enabled with system administration capability.

Fields

Language

The *Language* field, located at the top right-hand of the screen in square brackets, indicates the language in which you are entering information. This field does not appear on unilingual systems.

In a multilingual system, report definitions, especially public ones, should be defined in both system languages. Enter the report name and complete the other report information fields in the first system language. Then, cursor to the *Language* field and select the second language. Enter the report name and other field information in the second system language. Save both report definitions.

Report Name

If you want to save the parameters of a report for later use, give a unique name to the list of report parameters you define. It should differ from the standard name defined in the parameter definitions, and reflect your chosen parameters. The report name can have a maximum length of 40 characters. For example, "Daily ACD-DN Performance Report", or "Queue 1022 Night Shift Performance Report." You need not give the report a name if you are generating ad hoc reports. The report name which you define in the *Report Name* field is then listed on the menu of reports in Schedule Definition and Report Parameter Definition. The menu contains a list of public reports followed by a list of personal reports. The reports are listed in order of creation.

Use of Name

This field is used to specify whether the report name or the format name is used on the printed report. The field values are shown in the Options menu.

Style

The *Style* field determines the type of report being defined—Tabular, Graphic or Event Log. The field values are shown in the Options menu.

Format

The *Format* field allows you to choose a particular pre-defined format. Press the [Options] function key while working in this field to see all the available formats, both standard and customized.

Time Frame

The *Time Frame* field determines whether data on the report is to be gathered by interval, shift, day, week, month, or period basis. This field is not available on Event Log Reports.

> ***Note:*** You cannot generate reports for data you do not have. Data is retained on your system for a limited amount of time. The actual time limit depends on the time frame of the data and on your system's storage limitations. For instance, interval data is retained for only a matter of days, but daily data is kept for a matter of weeks. For the precise limitations consult *Meridian MAX 6 Installation* (NTP 553-4001-111), "Site preparation" chapter, "Capacities" section. It is up to the user to ensure the time frame selected is valid given the system's limitations.

Group By/And By

In some time frames you have control over the way your information is grouped. For example, if you choose "*Interval*" as your time frame, you can choose to group the data by shift and by day. A total line is printed for each shift, and a grand total line is printed for each day. Intervals are set for 30 minute durations.

Report Ranges

The Report Ranges section allows you to set the scope for your report. The fields available depends upon your entries in the *Format* and *Time Frame* fields. The fields available are:

- Interval
- Shift
- Day
- Week
- Month
- Period
- Source Node
- Destination Node
- Source Queue
- Destination ACD-DN
- Control DN
- Agent
- Supervisor
- Route
- Trunk
- DNIS
- Activity Code

Fill out the fields with the values you want. You can enter a value, range of values, or a list of values. (Lists cannot be used on time frame fields such as interval, shift, day, week, month, or period.) Leaving a field blank indicates to Meridian MAX that all values are to be used. The values for all fields are listed in the Options menu.

When defining the time frame for your report, you can specify your parameters as a specific time, a range of times, all times, the current time, or a time relative to the current time.

For example, if you are defining the parameters for a daily report, you can have it print information for a specific date by entering it in yy/mm/dd format. You can specify a range of dates by entering two dates separated by two periods (for example, yy/mm/dd.. yy/mm/dd), or you can print the information for all days still on file by leaving the *Day* field blank.

Enter a zero in the *Day* field to print information for the current day. Enter **-1** for one day ago (yesterday), **-2** for two days ago, and so on. You can also use these relative days as part of a range of days. For instance, **–2..–1** prints out information for yesterday, and the day before yesterday.

Negative numbers cannot be used for interval or shift ranges crossing the midnight boundary. If the lower range selection crosses the midnight boundary, the report states "No data selected for this report." For example, if the current time is 01:10, **–3..0** cannot be used to specify the interval range from 23:30 yesterday to 01 :30 today. Similarly, if the current shift is the first shift of the day, **–1..0** cannot be used to specify the shift range from the last shift yesterday to the first shift of today.

If you specify the current day for Daily reports (*Time Frame* field set for *Day*) you receive no information. To retrieve the current date's data, you must specify an interval time frame.

Output Device

The *Output Device* field is used to direct the report to your screen for previewing, or to a selected printer for printing. If you choose the "*Default Printer*" option for this field, the report is sent to the system default printer when the report is scheduled, or to the supervisor default printer when generated on an ad hoc basis. If no supervisor default printer is assigned, the ad hoc reports go to the system default printer.

If you read in a report definition with the output device configured as Data Stream but you do not have the privileges to use this device, the Output Device is changed to the "Default Printer".

If you are logged into a PC with MTE (with a local printer attached) and are using local printer override, any output you send is directed to the local printer, not your supervisor default printer.

If printers are added, deleted, or modified after the report definition is displayed on the screen, and the Output Device is a printer other than the VDT or Default Printer, a message appears when you reenter the Output Device field that indicates a printer change occurred. An up-to-date printer menu is displayed when the output device [Option] function key is pressed. If the original printer has been deleted, the output device changes to "Default Printer".

CAUTION
Unplugging printers
Before unplugging a printer, you must first switch it to off-line and turn the power off. If these steps are not taken in this order, print jobs sent to this printer are not queued. To restart the printer, plug it in, turn the power on, and set it to on-line.

Language of Report

The *Language of Report* field determines the language used when the report is printed. This language may differ from the one specified in the square brackets, at the top right corner of the screen, which determines the language in which the *Report Name* is entered. Neither of these fields appear on a unilingual system.

Tabular format definition

Tabular Format Definition is used to design new tabular report formats, modify existing formats, and save them as new format definitions. You must be a system administrator to save a new public format.

Function keys

This section describes the function keys available under Tabular Format Definition. Once you have completed your format, you must save it before leaving Tabular Format Definition. This format is read into Report Parameter Definition.

Help=Help

Provides information regarding a feature and its fields.

PF1=Commands

The following commands are available by pressing [Commands]:

- **Exit (without saving changes)**

  Returns the system to the Report Definition submenu. Any changes, which have not been saved, are ignored.

- **Clear the form**

  Clears information from the screen leaving a blank screen.

- **Read an existing format**

  Displays an existing public or personal tabular format on the screen.

- **Undo changes to format**

  Returns a modified tabular format definition to its original state, providing the changes were not saved. The original definition is displayed on the screen.

- **Save as a new public format**

  Saves the information as a new public tabular format definition. This is only available to someone in network administrator mode.

  If an existing tabular format definition is changed, the original format is not altered. However, the modified format is saved under its new title.

- **Save as a new personal format**

  Saves the information as a new personal tabular format definition.

  If an existing tabular format definition is changed, the original format is not altered. However, the modified format is saved under its new title.

- **Overwrite an existing format**

  Overwrites the original data in a format with the modified entries. The system asks which format is to be overwritten. Any format, including the one on display, can be selected. This command is used when the original format is no longer required.

- **Delete an existing format**

  Removes an existing personal or public tabular format definition. This command is only available to someone in network administrator mode.

PF1=Select no command
Removes the Commands pop-up from the screen.

PF2=Options
Displays a description or list of valid entries for the field.

PF2=Remove options pop-up
Removes the Options pop-up from the screen.

PF2=Select no option
Removes the Options pop-up window from the screen.

PF3=Edit field
Allows a field to be edited.

PF3=End editing
Ends the editing process for a field. This field appears while a field is being edited.

PF3=Change field
Allows a column to be added or modified in the *Column Selections* field. This function key appears while the cursor is in the *Column Selections* field.

PF3=Finished

Indicates that no more columns are to added or modified in the *Column Selections* field. This function key appears after **[Change field]** is pressed while the cursor is in the *Column Selections* field.

F6=Increase width

Increases the width of a column. Pressing the key alone increases the width of the column by one character position. Typing a number prior to pressing the key increases the width by the number typed. This function key appears after **[Change field]** is pressed while the cursor is in the *Column Selections* field.

F7=Decrease width

Decreases the width of a column. Pressing the key alone decreases the width of the column by one character position. Typing a number prior to pressing the key decreases the width by the number typed. This function key appears after **[Change field]** is pressed while the cursor is in the *Column Selections* field.

F10=80 column display

Decreases the maximum number of characters permitted on the format from 132 to 80.

F10=132 column display

Increases the maximum number of characters permitted on the format from 80 to 132.

Insert Here=Insert

Inserts a column prior to the location highlighted by the cursor. This function key appears after **[Change field]** is pressed while the cursor is in the *Column Selections* field.

Delete=Delete column

Deletes the column highlighted by the cursor. This function key appears after **[Change field]** is pressed while the cursor is in the *Column Selections* field.

Remove=Erase field

Removes the contents of a field.

Fields

To design a new tabular report, complete the following fields in the tabular format definition screen, shown in Figure 14-4.

Statistics Group

This field is the statistics group from which you choose your data fields.

Language

The *Language* field, located at the top right-hand of the screen in square brackets, indicates the language in which you are entering information. This field does not appear on unilingual systems. To enter information in another language that is installed on your system, cursor to this field, select the desired language, and enter the information in the rest of the fields.

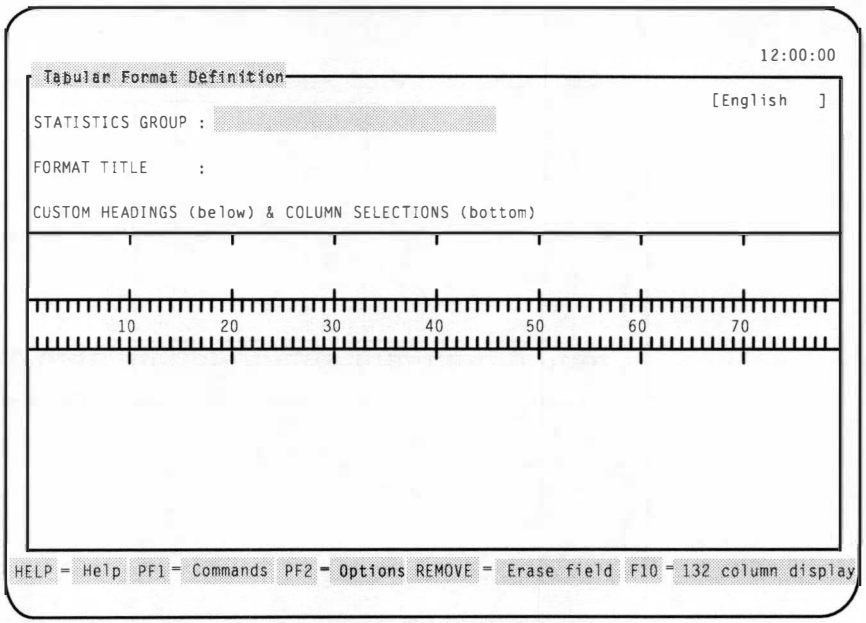
Format Title

This field provides a unique name to the format you define. It should give you an indication of the information the report contains. The format title can have a maximum length of 40 characters.

Custom Headings

The selections on the field selection menu are descriptive, while the column headings are often quite cryptic. Once you have finalized your report layout, you can enter column headings in the *Custom Headings* field that are meaningful to you. Use the cursor keys and [Insert] to line up your headings with the format line below. Figure 14-6 is an example of a complete format definition with custom headings.

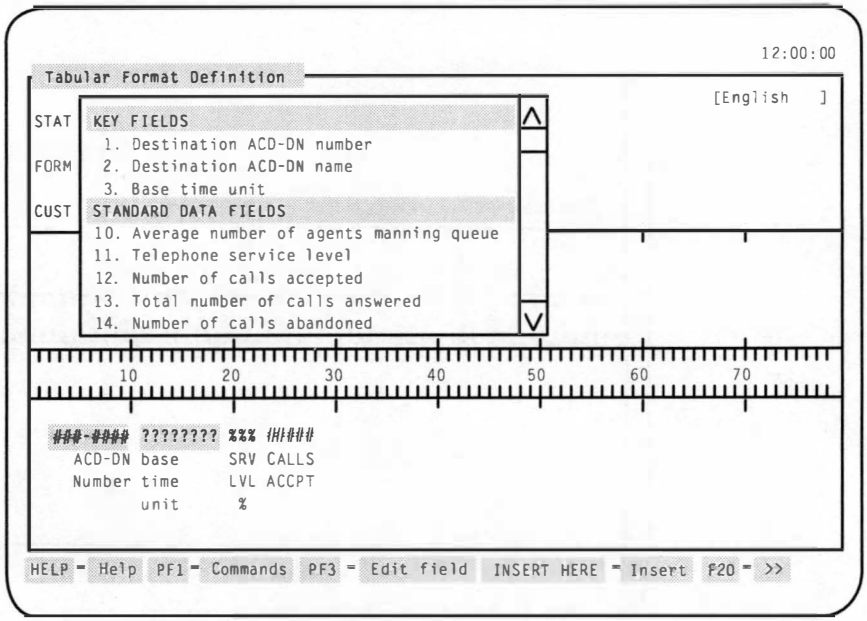
Figure 14-4
Beginning tabular format definition



Choosing data fields

Move the field selection bar to the *Column Selections* field near the bottom of the screen shown in Figure 14-5. Press [Change field] to make the selections in this field. The first line in *Column Selections* shows the format your chosen data fields have on the final report.

Figure 14-5
Choosing data fields

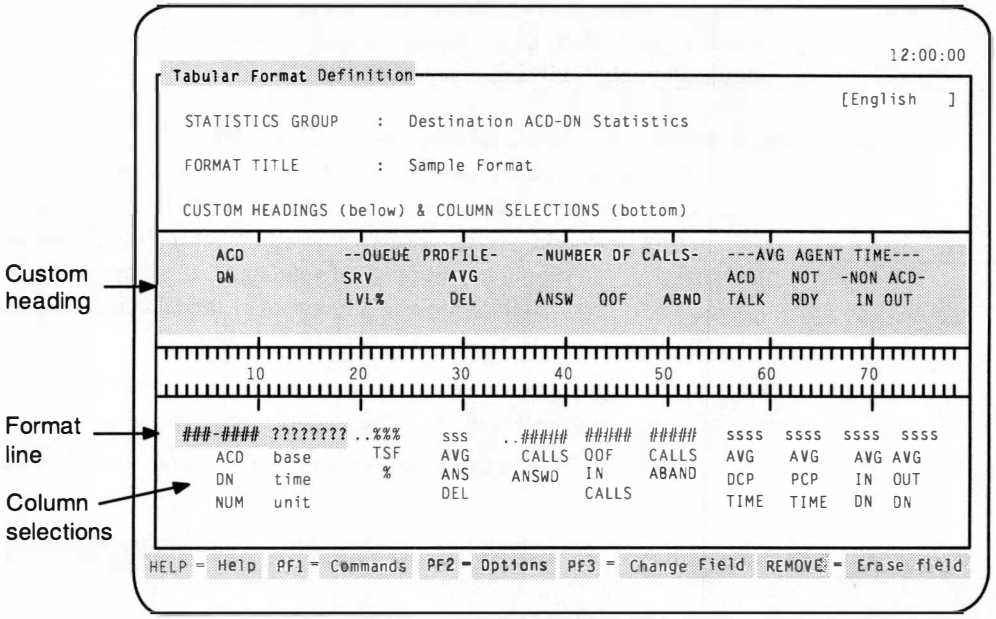


Listed below are codes that may appear on the screen and what they represent.

aaa	is a string of letters and numbers, usually for a name.
###	is a number.
%%%	is a number expressed as a percentage.
sss	is a time in seconds.
???	means that the final format depends on the values chosen as parameters. For example, the period on a report may be a time in hours and minutes, or it may be the name of a shift.
mmm	is a time in minutes.
mm:ss	is a time in minutes and seconds.
hhh	is a time in hours.
hh:mm:ss	is a time in hours, minutes and seconds.
$.$$	is a dollar amount.

When the cursor is in one of the time format fields, the [Change Format] key can be used to change one time format to another (for example from minutes to seconds).

Figure 14-6
Complete tabular format definition



To add a new field, press [Change field], followed by [Insert].

Note: If you edit a right-justified field, the [Insert] key is invalid.

Press [Options] and select from the Options menu, then press the {ENTER} key. The new column heading is added to the column heading section and a new field is added to the format line.

You can choose any fields from within the statistics group. The number of fields is limited by the maximum line width of 132 characters.

The leftmost column on the report should be a key field. The format for key fields is highlighted on the format line.

To change the size of a field's format, press [Increase width] or [Decrease width]. You can prefix these keys with a number to indicate the number of characters by which to increase or decrease. You can use this feature when a format is too small to display the numbers your system is generating, or to space out the columns on your report for easier reading.

In Figure 14-6, the width of *TSF%* was increased by three to make the format easier to read. *Calls Answd* was increased by two in anticipation of more than 99,999 calls in the report period.

Creating a standard tabular report—an example

The following procedure shows you how to generate a standard tabular report. It is recommended that you follow this procedure step by step for the first time. Later on, you can experiment with other reports. To perform the examples, you should have a range of valid agent IDs from your system. These are available from the Supervisor or the Global Agent Status Display.

1 Choose "*Report Parameter Definition*" from the Report Definition submenu. The system displays the Report Parameter Definition screen.

2 In the *Report Name* field, enter Summarized ACD-DN Performance Report.

3 For the *Use of Name* field choose "*In Menus and On Reports*" from the Options menu.

4 For the *Style* field choose *"Tabular"* from the Options menu. The system displays the *Format* and *Time Frame* fields.

5 For the *Format* field, choose "*Summarized ACD-DN Performance Report*" from the Options menu. The system displays the fields you can define under "Report Ranges". In this case, the *Destination ACD-DN* field appears.

6 For the *Time Frames* field, choose "*Day*" from the Options menu. The system displays the *Group By*, *Day*, and *Destination ACD-DN* fields.

7 For the *Group By* field, do not enter anything. Just press {ENTER}.

8 For the *Day* field, enter -1 (for the previous day). If you find that after generating the report this does not give you enough data for your table, try entering -7..-1. This range gives you a week's worth of data.

9 Leave the *Destination ACD-DN* field empty, which selects all ACD-DNs. Use the down arrow key or {ENTER} to skip over this field.

10 For the *Output Device* field, choose a printer from the Options menu.

11 From the Commands menu, choose "*Print this report*", and wait. Depending on the number of agents and the length of the time interval you chose, the system might take a few minutes to gather the data and create the report. The report is printed on the printer specified in Step 10. The number of pages depends on the the number of ACD-DNs you have in your system.

Creating a customized tabular report—an example

Tabular Format Definition lets you define the format of tabular reports by specifying these components:

- language (for bilingual systems)
- statistics group
- format title
- custom headings
- column selections

The following procedure shows you how to create a customized tabular report. First the format is defined, then the report parameters are explained and the report is generated.

Follow the procedure carefully the first time you use the example, entering each field in the indicated order. Experiment later with different field options and different tabular report types.

Part 1: Defining the format

1 Choose "*Tabular Format Definition*" from the Report Definition submenu. The system displays the empty Tabular Format Definition screen.

2 For the *Statistics Group* field, choose "*Agent Statistics*" from the Options menu.

3 Enter the *Format Title*: **DN Calls**.

4 Move the cursor bar to the *Column Selection* field and press [Change Field] to add columns to your report. The system displays a menu of the statistics available to you.

5 Choose the following fields from the menu:

- *Agent ID*
- *Number of incoming DN Calls*
- *Number of outgoing DN calls*
- *Number of DN calls transferred*
- *Number of DN calls*

6 When choosing the non-key fields, use the [Increase width] key to increase the space between the fields.

7 If you choose an incorrect field, use the [Delete column] to correct the list.

8 Press [Finished] to exit from the *Column Selections* field.

9 Move the cursor bar up to the *Custom Heading* field, press [Edit field] and enter the following custom headings:

```
AGENT    Number    Number    Number    Total
ID       In DN     Out DN    DN        Number
         Calls     Calls     Calls     DN
                             Trans     Calls
```

While in the [Edit field] function, use the space bar to enter the spaces between the headings and align them with the columns you defined in Step 5.

10 Press [End editing] to exit the *Custom Headings* field.

11 From the Commands menu, choose *"Save as a new personal format"*.

The system displays the message: "A new tabular format definition has been created." This step ensures that the tabular format is available for future use.

Part 2: Defining the parameters

You can define your report's parameters after saving the tabular format definition in Part 1. You should also have a range of valid agent IDs from your system; these are available from the Supervisor or the Global Agent Status Display.

1 Choose "*Report Parameter Definition*" from the Report Definition submenu. The system displays the Report Parameter Definition Screen.

2 For the *Report Name* field, enter **DN Calls Report**.

3 For the *Use of Name* field choose "In Menus and On Reports" from the Options menu.

4 For the *Style* field choose "*Tabular*" from the Options menu. The system displays the *Format* and *Time Frame* fields.

5 For the *Format* field, choose the name from the Options menu which you gave to the tabular format you defined in Part 1: *"DN Calls"*.

The system displays the fields you can define under Report Ranges. In this case, the *Destination ACD-DN, Supervisor*, and *Agent* fields appear.

6 For the *Time Frames* field, choose "*Day*" from the Options menu. The system displays Group By field and Day fields.

7 For the *Group By* field, do not enter anything. Just press {ENTER}.

8 For the *Day* field, enter -1 (for the previous day). If you find that this entry does not give you enough data for your table, try entering –7..–1. This range gives you a week's worth of data.

9 Leave the *Destination ACD-DN* field empty, which selects all ACD-DNs.

Leave the *Supervisor* field empty, which selects all supervisors.
Leave the *Agent* field empty, which selects all agents.
Use the down arrow key or {ENTER} to skip over these fields.

10 For the *Output Device* field, choose a printer from the Options menu.

11 From the Commands menu, choose *"Print this report"*.

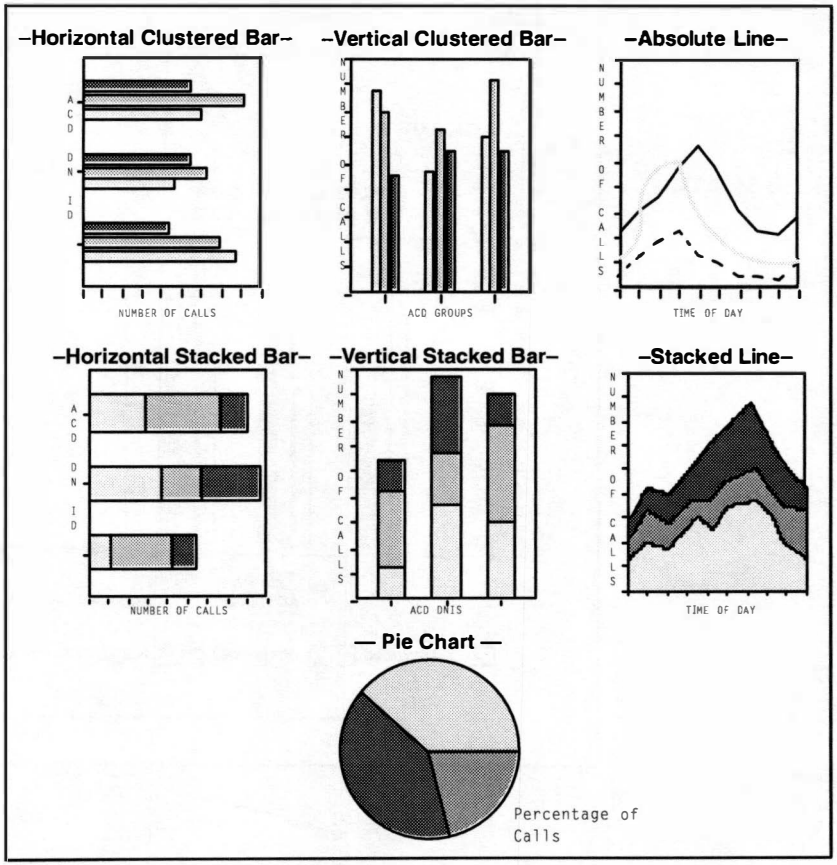
Depending on the number of agents and the length of the time interval you have chosen, the system might take a few minutes to gather the data and create the report to be printed on the printer specified in Step 10. The report prints on one of your printers. The number of pages depends on the number of ACD-DNs you have in your system.

12 If you want to save this report, select "*Save as a new personal report definition*" from the Commands menu.

Graphic format definition

Graphic Format Definition is used to design new graphic report formats or modify existing formats. The types of graphs supported by Meridian MAX are shown in Figure 14-7.

Figure 14-7
Graph types supported by Meridian MAX

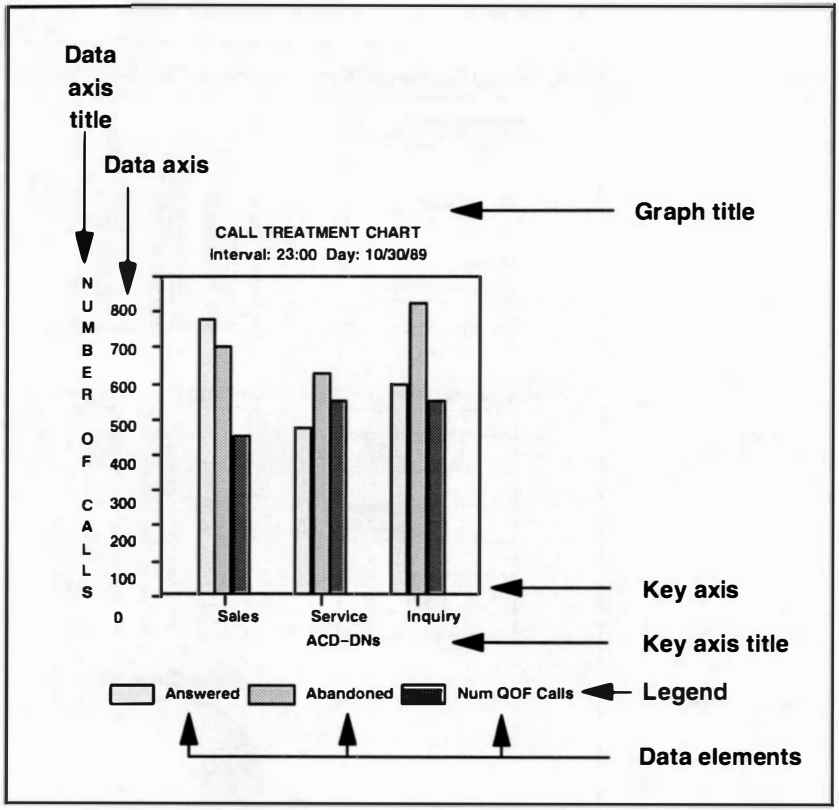


Graphs display numerical information visually. They can augment tables and text by demonstrating cycles, movements, and proportions at a glance. In Meridian MAX, graphic reports are created using data from any single statistical group. Meridian MAX supports seven different graph types.

Graph terminology

The terms associated with the following graph apply to most graphic reports and appear on the Graphic Format Definition screen.

Figure 14-8
Graph terminology



Function keys

This section describes the function keys available under Graphic Format Definition. Once you have completed your format, you must save it before leaving Graphic Format Definition. This format can then be selected when you define your report parameter definition.

Help=Help

Provides information regarding a feature and its fields.

PF1=Commands

The following commands are available by pressing [Commands]:

- **Exit (without saving changes)**

  Returns the system to the Report Definition submenu. Any changes, which have not been saved, are ignored.

- **Clear the form**

  Clears information from the screen leaving a blank screen.

- **Read an existing format**

  Displays an existing public or personal graphic format on the screen.

- **Undo changes to format**

  Returns a modified graphic format definition to its original state, providing the changes were not saved. The original definition is displayed on the screen.

- **Save as a new public format**

  Saves the information as a new public graphic format definition. This is only available to someone in network administrator mode.

  If an existing graphic format definition is changed, the original format is not altered. However, the modified format is saved under its new title.

- **Save as a new personal format**

  Saves the information as a new personal graphic format definition.

If an existing tabular format definition is changed, the original format is not altered. However, the modified format is saved under its new title.

- **Overwrite an existing format**

  Overwrites the original data in a format with the modified entries. The system asks which format is to be overwritten. Any format, including the one on display, can be selected. This command is used when the original format is no longer required.

- **Delete an existing format**

  Removes an existing personal or public graphic format definition. This command is only available to someone in network administrator mode.

PF1=Select no command
Removes the Commands pop-up from the screen.

PF2=Options
Displays a description or list of valid entries for the field.

PF2=Remove options pop-up
Removes the Options pop-up from the screen.

PF2=Select no option
Removes the Options pop-up window from the screen.

PF3=Edit field
Allows a field to be edited.

PF3=End editing
Ends the editing process for a field.

PF3=Change field
Allows a data element to be added or modified in the *Selected Data Elements* fields. This function key appears while the cursor is in the *Selected Data Elements* fields.

PF3=Finished
Indicates that no more elements are to added or modified in the *Selected Data Elements* fields. This function key appears after **[Change field]** is pressed while the cursor is in the *Selected Data Elements* fields.

Insert Here=Insert

Inserts a data element prior to the location highlighted by the cursor. This function key appears after **[Change field]** is pressed while the cursor is in the *Selected Data Elements* fields.

Remove=Erase field

Removes the contents of a field.

CAUTION
Printing graphic reports
Printing all interval, all day, and all ACD-DN graphic reports can load down the system and cause delays in printing and other processes.

Fields

To design a new graph, complete the following fields.

Graph Title

The graph title gives a name to the graphic definition. In the example the graph title is "Call Treatment Chart." The time frame subtitle ("Interval" ...) is defined using Report Parameter Definition. The graph title appears at the top of the graph. You can define titles in all supported languages. This lets an English-speaking supervisor use the same graph format definition as a French-speaking supervisor.

Data Axis Title

The data axis contains dependent variables—data that changes with variations in the independent variables of the key axis. For vertical bar charts and line graphs, the data axis is the vertical axis. For horizontal bar graphs, it is the horizontal axis. A pie chart has no data axis.

The data axis title names the axis of the dependent variable. It is an optional function and not necessary for the generation of the graph. However, interpretation of the graph is made simpler with its inclusion. In the example, the data axis title is "Number of Calls."

Key Axis Title

The key axis provides the clues for interpreting data on graphs. It shows independent variables which remain constant while the dependent variables of the data axis change. For vertical bar charts and line graphs, the key axis is the horizontal axis. For horizontal bar charts, it is the vertical axis. Pie charts have no key axis.

The key axis title gives a name to the axis showing the independent variable. It is an optional function and is not necessary for the generation of the graph. However, interpretation of the graph is made simpler with its inclusion. In the example, the key axis title is "ACD-DNs."

Axis Key

The axis key is the field that provides the primary breakdown of information along the key axis. The example uses the ACD-DN as the axis key. Options for selecting axis keys depend, in part, on the statistic group you choose.

Axis keys are mandatory for all graph definitions except pie charts.

Meridian MAX displays graphs on several screens if they have more axis key values than can fit on a single screen. Each screen is itself a complete graph, but the axis key values are different for each one.

Legend Key

The legend key is the field or fields that provide the secondary breakdown of information along the key axis. These keys are distinguished on the graph by different colors, types of shading, or types of line.

You have the same options available for defining legend keys as you do for axis keys, but a legend key cannot be the same as an axis key. You can also choose data elements as the legend keys.

Figure 14-8 shows three values for each ACD-DN using the data elements *Calls_Answered, Calls_Abandoned,* and *Num_QOF_Calls* as the legend keys. All graph types must have a legend key. The legend labels the patterns (colors, shading, lines) used in the legend key. Up to seven colors or shades, and up to ten types of patterns are available for your graphs. The colors and patterns available to you depend upon your output device. If more are needed, the original colors or patterns repeat in your legend.

Selected Data Elements

This field contains all the data elements to be plotted on the graph. You can use this field either as an Axis Key or as a Legend Key, but not both at the same time. Up to ten data elements can be selected per line and bar graph. Pie charts can have a maximum of eight data elements.

Choosing data

In Graph Format Definition, as in Tabular Format Definition, once you have specified the statistic group that you wish to use, Meridian MAX provides a menu of all data fields available to you.

> *Note:* If you choose more than one data field, Meridian MAX requires you to use the data elements in an axis key or a legend key.

When choosing the field to plot on your graph, you should carefully consider the relationships between the elements. The system does not force you to make sensible selections. You can, for instance, plot a value that is measured in seconds on the same graph as a value that is measured in minutes, but the graph will make no sense.

Creating a graph—an example

Graph Format Definition lets you define the format of graphic reports by specifying these graph components:

- statistics group
- graph type (such as bar, line, pie)
- titles
- axis and legend keys
- data elements

The following procedure shows you how to create a graphic report, including an example of how to create a report parameter definition. The process for producing graphs is the same for all graph types, except that pie charts do not require a key axis or a key axis title.

Follow the procedure carefully the first time through, entering each field in the indicated order. Once you understand the various fields on the screen, the fields can be entered and changed in any order. Experiment first by changing some of the field options, then try some of the different graph types.

1 Part 1: Defining the format

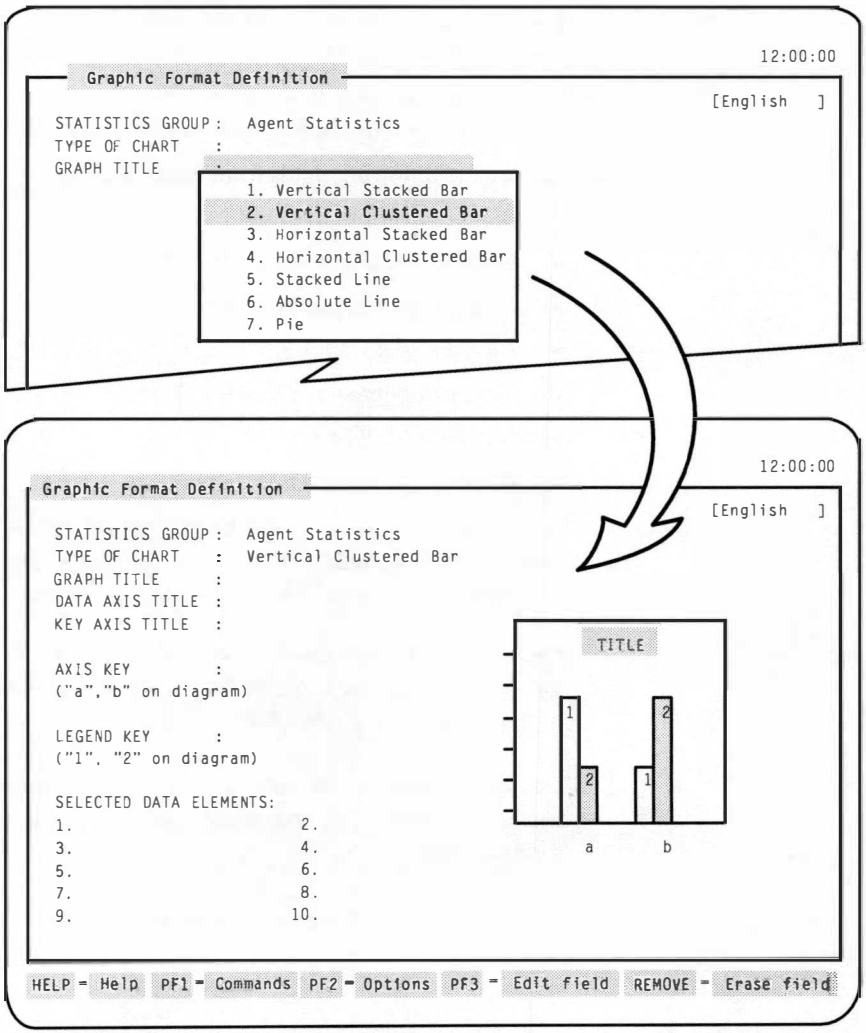
2 Choose "*Graphic Format Definition*" from the Report Definition submenu. The system displays the empty Graphic Format Definition screen as seen in Figure 14-9

3 For the *Statistics Group* field, choose "*Agent Statistics*" from the Options menu.

4 For the *Type of Chart* field, choose *"Vertical Clustered Bar"* from the Options menu.

The system fills out the rest of the screen as seen in Figure 14-9. In this case it contains the fields you need to define a vertical clustered bar graph. As you move the cursor bar from field to field, a highlighted bar moves around the picture of the graph, indicating which part of the graph you are currently defining. In Figure 14-9, the cursor bar is on the Graph title field and TITLE is highlighted on the picture of the graph.

Figure 14-9
Entering graphic format definition



5 Enter the *Graph Title*: **Agent Report.**

6 Enter the *Data Axis Title*: **Number of Calls.**

7 Enter the *Key Axis Title*: **Agent ID**

8 For the *Axis Key* field, choose "*Agent ID*". This entry means that the information on this graph is displayed by agent ID.

9 For the *Legend Key* field, choose *"Data Elements"*. This entry allows you to choose the information you want to see for each agent.

10 For *Selected Data Elements*, press [Change field] to add elements to the list. The system displays a menu of the fields available to you.

11 Choose the following fields from the menu:

- *Number of calls answered*
- *Number of non-activity code calls*
- *Number of ACD calls transferred*
- *Number of incoming DN calls*
- *Number of outgoing DN calls*
- *Number of DN calls*
- *Number of DN calls transferred*

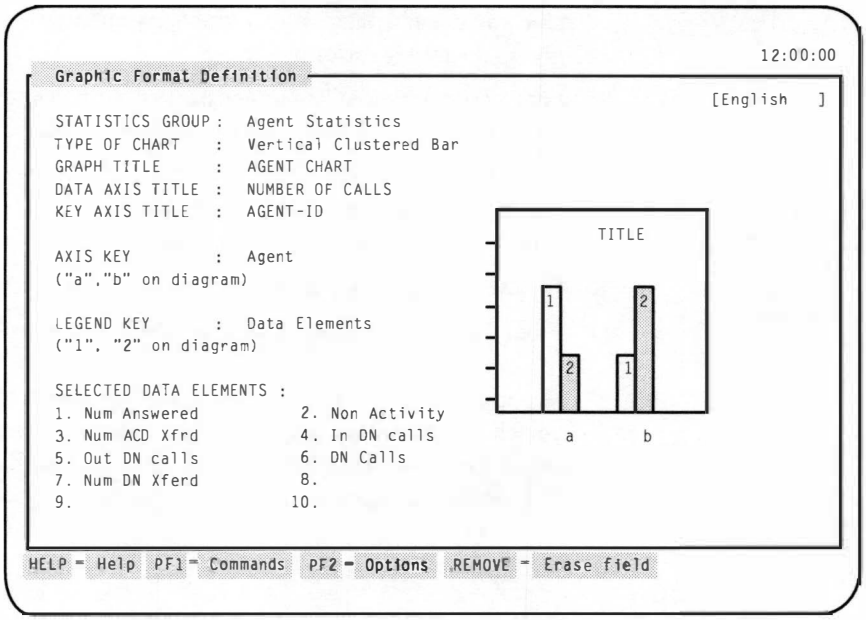
If you choose an incorrect field, use the right and left arrow keys, [Insert] key and [Delete selection] key to correct your list. Press [Finished] when you are done.

12 From the Commands menu, select "*Save as a new Personal format.*" If you have already used "*Agent Report*" as the name for your report format, change the *Report Name* field.

The system displays the message: "A new graphic format definition has been created." This step ensures that the graphic format is available for future use.

Your screen should look like that in Figure 14-10.

Figure 14-10
Complete graph format definition



Part 2: Defining the parameters

You can define your report's parameters after saving the graphic format definition in Part 1. You should also have a range of valid agent IDs for your system. They can be found in the Supervisor or the Global Agent Status Display.

1 Choose *"Report Parameter Definition"* from the Report Definition submenu. The system displays the empty Report Parameter Definition Screen.

2 For the *Report Name* field, enter **Agent Report**.

3 For the *Use of Name* field choose *"In menus and On reports"* from the Options menu.

4 For the *Style* field choose "*Graphic*" from the Options menu. The system displays the *Format* and *Time Frame* fields.

5 For the *Format* field, choose the name you gave the graphic format you defined in Part 1 from the Options list. The system displays the fields you can define under "Report Ranges."

6 For the *Time Frames* field, choose *"Day"* from the Options menu.

7 For the *Day* field, enter -1 for yesterday. If you find that this does not give you enough data for your graph, try entering - 7..-1. This range gives you a week's worth of data.

8 Leave *Destination ACD-DN* and *Supervisor* blank; this causes the data for all supervisors and all ACD-DNs to be printed. Use the down arrow or {ENTER} to skip over these fields.

9 For the *Agent* field enter a range of valid agents for your system, or leave the field blank to select all agents.

10 For the *Output Device* field, choose a printer from the Options menu.

11 From the Commands menu choose "*Print this report*".

Depending on the number of agents and the length of the time interval you chose, the system may take a few minutes to gather the data and create the report. The report is printed on the specified graphic printers. The number of pages varies with the number of agents in the range you selected.

Graph

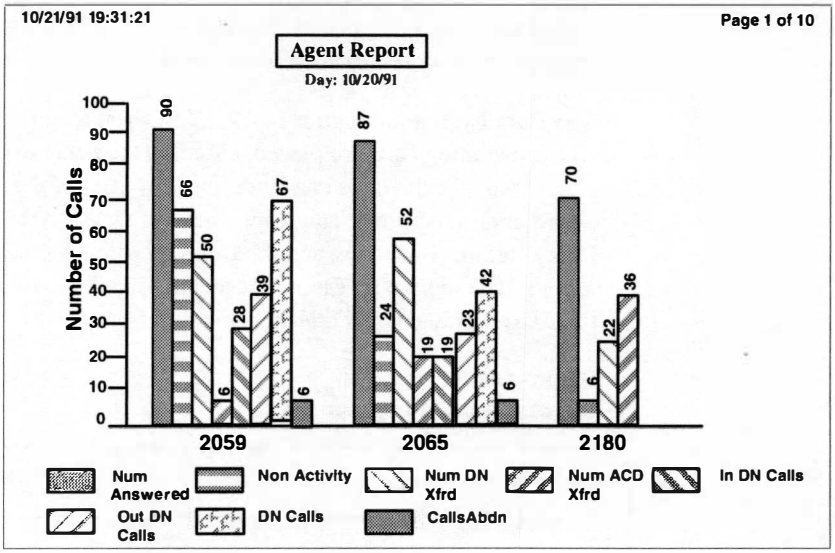
The graph you produce should look like the Figure 14-11. The data from your system is different, but the format is the same.

DEC VT220 and VT420 terminals do not have the capabilities to display all the details of a graph. PCs display and print graphs in better detail.

In Figure 14-11, the seven patterns represent the seven colors available on a paint jet printer. If you need more than seven colors, the original colors repeat. In the example, "CallsAbdn" is the eighth item in the legend, and it uses the same pattern (color) of vertical bars as "Num Answered."

Where colors are not available, Meridian MAX supports ten different patterns in its graph legends, and the patterns are assigned to the graph in the same order they are assigned to the legend boxes.

Figure 14-11
Final graph



Graphs should be simple and easy to read. Do not clutter them up with too much information.

Formula definition

Note: Formula Definition and Custom Calculator are interchangeable terms.

Formula Definition allows you to define new report formulas for custom reports. You must be a system administrator to have access to this feature.

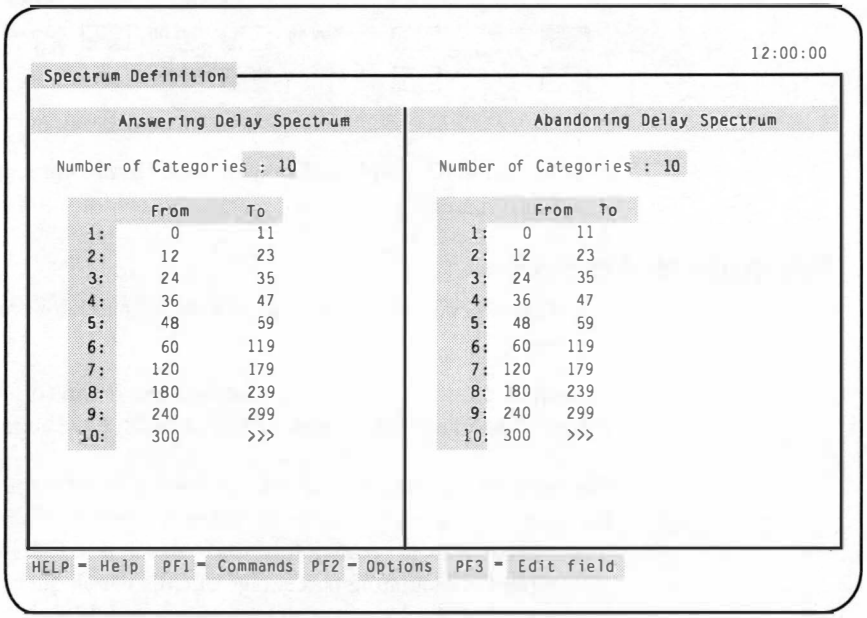
For more information on Formula Definition, refer to the "Custom Calculator" chapter. The Custom Calculator chapter also provides two examples on how to create a formula to use in a report. Refer to "Example 1: Calculating percentage of calls which queue overflowed" and "Example 2: Calculating the time an agent spends in the consult state".

Spectrum definition

To access Spectrum Definition, select "*Report Definition*" from the main menu, and choose "*Spectrum Definition*" from the submenu. You must be a system administrator to have access to this function.

Spectrum Definition, Figure 14-12, allows you to define categories into which incoming calls are placed, based on the delay experienced by the call. Up to 10 categories can be defined for each of the answering and the abandoning spectrums. These spectrums are used in the ACD-DN and CDN Delay Before Answering and the Delay Before Abandoning standard reports. The individual categories are also available for custom reporting in the ACD-DN and CDN Statistics Groups.

Figure 14-12
Spectrum Definition screen



Function keys

Help=Help

Provides information regarding a feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

- **Exit (without saving changes)**

  Returns the system to the Report Definition submenu. Any changes, which have not been saved, are ignored.

- **Clear the form**

  Clears the information from the screen.

- **Read the saved spectrums**

  Displays the spectrums as they were when last saved.

- **Save changes**

  Saves the changed spectrums currently on display. The previous information is replaced by the changed information.

PF1=Select no command

Removes the Commands pop-up from the screen.

PF2=Options

Displays a description or list of valid entries for the field.

PF2=Remove options pop-up

Removes the Options pop-up from the screen.

PF2=Select no option

Removes the Options pop-up window from the screen.

PF3=Edit field

Allows a field to be edited.

PF3=End editing

Ends the editing process for a field.

Insert Here=Insert

Allows a character to be entered into a field. This function key appears after [Edit field] is pressed.

Fields

Answering delay spectrum

Assists in determining when incoming calls are answered.

Each call is timed from the second it arrives to the second it disconnects from the system. Furthermore, the system monitors the amount of time different call activities take.

The answering delay is the amount of time that passes between the time the call arrives at the ACD-DN queue and the time the same call is answered by an agent. The Answering Delay Spectrum is a group of categories. Each category represents a different period of time measured in seconds. The system keeps track of the number of calls answered during the period of time of each category.

When a call is answered, the answering delay (measured in seconds) is compared to each category's period of time. When the system finds the category whose span of time includes the answering delay for the call, the system increments that category's count by one.

Abandoning delay spectrum

Assists in determining when incoming calls are abandoned.

Each call is timed from the second it arrives to the second it disconnects from the system. Furthermore, the system monitors the amount of time different call activities take. The abandoning delay is the amount of time that passes between the time the call arrives at the ACD-DN queue and the time the same call is abandoned by the caller. The Abandoning Delay Spectrum is a group of categories. Each category represents a different period of time measured in seconds. The system keeps track of the number of calls that were abandoned during the period of time of each category. When a call is abandoned, the abandoning delay (measured in seconds) is compared to each category's period of time. When the system finds the category whose span of time includes the abandoning delay for the call, the system increments that category's count by one.

Number of Categories

Controls the number of categories within the Answering Delay Spectrum and Abandoning Delay Spectrum. The more categories which are defined, the more detailed the reports can be. Up to 10 categories can be defined.

From

Controls the start time for each defined category. The start time for the first category is predefined as 0, and cannot be changed. The start time of each category cannot be less than the start time of the preceding category.

The first category always starts with the time the call arrived (for example, 0 seconds). The second category can start with a time between two seconds and 600 seconds, after the call arrived.

To enter a start time within the range of two to 60 seconds (inclusive), the start time must be evenly divisible by two (for example, two, four, six, etc.). To enter a start time within the range of 60 to 300 seconds (inclusive), the start time must be evenly divisible by 10 (for example, 60, 70, 80, etc). To enter a start time that is greater than 300 seconds, the start time must be evenly divisible by 60 (for example, 300, 360, 420, etc). A start time greater than 600 seconds cannot be entered.

To

Sets the end time of a category. This field cannot be directly controlled by the user. The system automatically sets the value for this field to one second less that the start time of the following category. This prevents gaps of time from appearing in the spectrum. There is no end time for the last category in the spectrum.

Report Preview

In Report Definition, if *"VDT"* is chosen as your output device, you can see a report on your screen when it is available. To preview a report, select the *"Report Preview"* option from your main menu.

The message "Report Pending" in the top left corner of your screen indicates that the report you requested in Report Definition is being prepared for display. "Report Ready" indicates that you have a report to display. Choose "*Report Preview*" to display the report on your screen. Use the arrow and page keys to move through the data. The display "line *nn* of *mm*" (near the bottom left of the screen) gives your location in the display, where *nn* is the line at the top of the display and *mm* is the total number of lines in the report.

When previewing a graphic report, the entire screen is dedicated to the display of the graph. If you press an incorrect key, you do not see an error message; instead, you hear one beep if you enter an invalid command, or three beeps if your command was executed successfully.

If your report is a graphic report, and the workstation type where the report was created is different than your workstation, the following pop-up message and menu appears.

```
The current report was generated for a device that
is different from the one that you are now using.

Your options are:
1. Reformat the report for display on this device
2. Print the report
3. Delete the report
4. View the report generation parameters
```

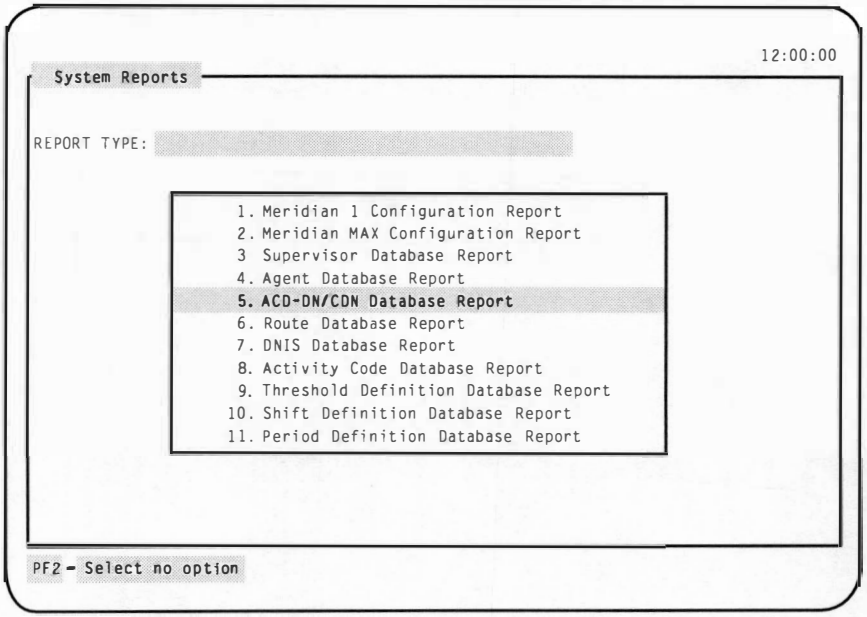
From Report Preview you can print the report and view the parameters used to create the report. If your terminal type supports this capability, you can change the number of columns the screen displays, which is particularly useful for viewing wide reports.

The message "Report Failed" in the top left corner of your screen indicates that the report you requested in Report Definition could not be generated for some reason. Go back to Report Definition and check the parameters of your definition.

System Reports

The System Reports feature, listed in your main menu, provides reports that describe the current state of the Meridian MAX system and the information defined through Parameter Administration. These reports are available at any time, and can be printed but not displayed. They cannot be modified through Report Definition. These reports are sent to the supervisor's default tabular printer, if one has been defined in the supervisor's profile. If one has not been defined, then the report is sent to the system default tabular printer (chosen in the Miscellaneous Options section of Parameter Administration).

Figure 16-1
Printing a systems report—part 1

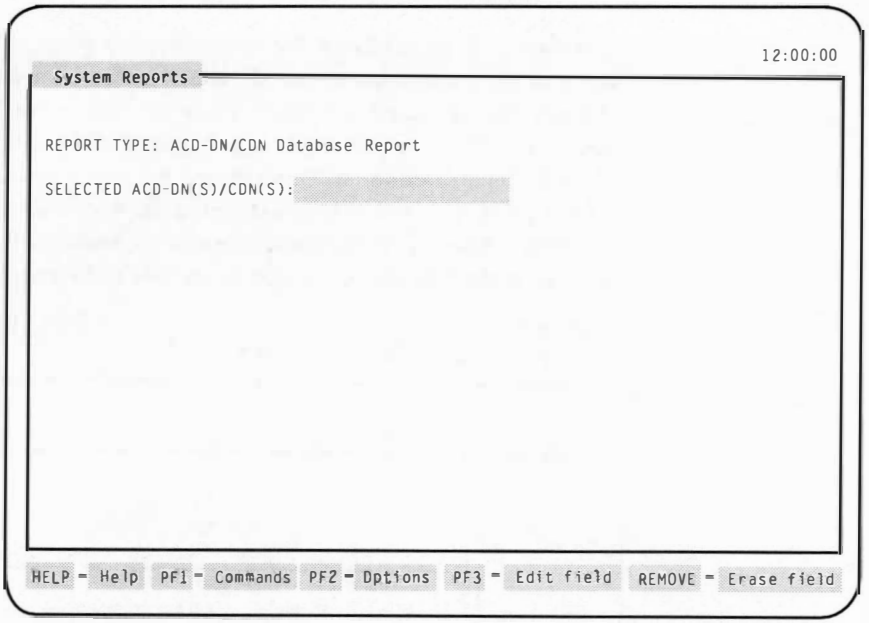


Press [Options] for a menu of the available reports as seen in Figure 16-1.

After you select a report type, press [Commands] and select "*Exit*", "*Clear the Form*", or "*Print a Report*".

When you choose a report you may be prompted for extra data, as seen in Figure 16-2. Press [Options] to view how items can be selected.

Figure 16-2
Printing a systems report—part 2



Meridian 1 Configuration Report

The Meridian 1 Configuration Report displays the switch's configuration. The report consists of four parts, as seen in Figures 16-3, 16-4, 16-5, and 16-6.

The first report consists of the current status of each agent position by supervisor sorted by ACD-DN, as seen in Figure 16-3. The second report is the same report sorted by supervisor, as seen in Figure 16-4. These two reports show every agent position defined on the system, whether or not an agent is currently logged in.

In real-time agent status displays, group of asterisks (***–****) appears in the *Supervisor* field when no supervisor has been assigned to an agent. In the Meridian 1 Configuration Report, a supervisor ID of 0 (zero) means no supervisor has been assigned.

The third report (Figure 16-5) consists of the CDNs and indicates if they are in default or control mode. If they are in default mode, it also indicates the ACD-DN to which they default. This report is only available if CCR is enabled.

The fourth report (Figure 16-6) consists of route and trunk status for each ACD-DN.

You can use this report as a reference when looking at other management reports or whenever a clear picture of the current ACD setup is needed. You may want to refer to it when you are making changes to the system through Configuration Control.

Figure 16-3
Meridian 1 Configuration Report—ACD-SPV Agent Position

```
                MERIDIAN 1 CONFIGURATION REPORT                    Page 1
                    ACD-SPV AGENT POSITION

ABC Corporation                          Date: 04/20/92  Time: 20:15:37

   ACD-DN   SPV ID    AGENT POSN   STATUS
    1000    3700        3701       SPARE
    1500    3701        3702       SPARE
    3000   10617        3720       SPARE
           3700         3700       SPARE
    3500   10617        4567       SPARE
           3700         2222       SPARE
    4220   3700         3721       SPARE
           3700         3722       SPARE
           3702         3703       SPARE
```

Figure 16-4
Meridian 1 Configuration Report—SPV-ACD Agent Position

```
                MERIDIAN 1 CONFIGURATION REPORT                    Page 1
                    SPV-ACD AGENT POSITION

ABC Corporation                          Date: 04/20/92  Time: 20:18:01

   SPV ID     ACD-DN   AGENT POSN  STATUS

   1067        3000       3720    SPARE
               3500       4567    SPARE

   3700        1000       3701    SPARE
               3000       3700    SPARE
               3500       2222    SPARE
               4220       3721    SPARE
               4220       3722    SPARE

   3701        1500       3702    SPARE

   3702        3000       3703    SPARE
```

Figure 16-5
Meridian 1 Configuration Report—Control DN Report

```
                MERIDIAN 1 CONFIGURATION REPORT                    Page 1
                      CONTROL DN REPORT

ABC Corporation                                Date: 04/20/92  Time: 20:15:37

              CONTROL DN      MODE        DEFAULT ACD DN

                 3100         DEFAULT          1000
                 8000         CONTROL          1000
                 8002         DEFAULT          3000
                 8003         CONTROL          1500
                 8005         CONTROL          3500
                 8006         DEFAULT          4220
                 8007         DEFAULT          1000
                 8008         DEFAULT          1000
```

Figure 16-6
Meridian 1 Configuration Report—ACD-ROUTE Trunk

```
                MERIDIAN 1 CONFIGURATION REPORT                    Page 1
                      ACD-ROUTE TRUNK

ABC Corporation                                Date: 04/20/92  Time: 20:15:37

  ACD-DN      ROUTE       TRUNK        STATUS

    1000        1           1          REGULAR

                1           2          REGULAR

                4           1          REGULAR

                5           1          REGULAR
```

Meridian MAX Configuration Report

The Meridian MAX Configuration Report, shows your current system's Capacity Configuration settings. Figures 16-7 and 16-8 show an example of a Meridian MAX Configuration Report. The information in these figures would appear in a single report.

The report shows the settings for the customer-entered values, system maximums, and actual values based on system activity to date. Refer to the *Meridian MAX 6 Maintenance and Diagnostics Guide* (NTP 553-4001-811), "Capacity configuration" chapter for more information.

Figure 16-7
Meridian MAX Configuration Report—Part 1

MERIDIAN MAX CONFIGURATION REPORT Page 1

Customer Name Date: 08/18/92 Time:15:09

	Expected	Maximum	Measured
M1 Positions:	1000	1200	10
M1 Supervisors:	50	240	4
Agents:	2000	2400	6
DNISs:	1000	5000	0
Activity Codes:	500	1000	0
Calls per Hour:	15000	15000	2
Queues			
ACD-DNs:	200		
CDNs:	40		
IVRs:	0		
Total:	240	240	17
Routes			
RAN routes:	10		
ACD auto terminate:	24		
ACD non auto terminate:	222		
Total:	256	256	1
Trunk Level Report	ON		
ACD Trunks			
auto terminate:	24		
non auto terminate:	256		
Total:	280	2000	5

Figure 16-8
Meridian MAX Configuration Report—Part 2

	Expected	Maximum	Measured
Operation Hours			
shifts per day:	3	5	-
hours per day:	24	24	-
days per week:	7	7	-
Storage Duration			
interval data (days):	5	-	5
daily data (days):	32	-	32
weekly data (weeks):	26	-	2
monthly data (months):	12	-	3
event log data (days):	4	-	3
ACD Queue Operations (per interval):			
destination queues per CDN:	4	-	2
destination queues per ACD-DN	5	20	-
remote source queues per ACD-DN:	2	50	-
primary answering queues:	100	-	419
Trunk Reassignment (per interval):			
auto terminate trunk to queue:	20%	-	-
queues receiving call transfers:	2	-	-
Position Reassignment (per interval)			
position to supervisor:	10%	-	-
position to queue:	10%	-	-
Activity Code Usage (per interval)			
activity codes per queue:	6	-	3
Agent Events (per day):			
logins per agent:	4	-	-
walkaways per agent:	10	-	-
Disk Space for Historical Data Database (MB)	480	350	

Other system reports

The Agent Database Report contains the data entered on the Agent Definition screen. The other reports on the System Reports menu correspond to the selections available on the Parameter Administration menu and contain the same data as the associated screens described in Parameter Administration.

Configuration Control

Configuration Control allows the user to alter various options which make the call center perform more efficiently.

You can create or make changes to the following options:

- Position Assignments & Parameters
- Overflow Threshold Values
- Overflow & Interflow Targets
- Recorded Announcements
- Night Service Parameters
- Trunk Assignments
- CDN Parameters (if CCR option enabled)
- Change Orders
- Day Routing Tables (if NACD option enabled)
- Night Routing Tables (if NACD option enabled)
- Lists

  Note: The Configuration Control feature uses a Load Management Link which is also referred to as a Configuration Control Link.

You can view the following:

- Transaction Log
- Miscellaneous Parameters

Configuration Control also allows you to update the Meridian MAX with the Meridian 1 switch data.

Access to Configuration Control may be restricted by the system administrator through the Supervisor Definition mode of Parameter Administration. If this option is disabled, "*Configuration Control*" does not appear as an item on your main menu.

Configuration Control is accessed through the main menu. However, certain Configuration Control functions can also be accessed from the real-time display modes, and through scheduled change orders.

The Meridian MAX Configuration Control interface is completely object oriented. You do not need to learn a series of command sequences in order to perform load management functions. Instead, you simply specify the type of object (ACD-DN, Position ID, CDN, or Trunk) you wish to change and the system presents a table showing the selected objects and their current settings.

Only the Change CDN Parameters and the Change Recorded Announcements options can set and change parameters for Control DNs (CDNs) in Meridian MAX.

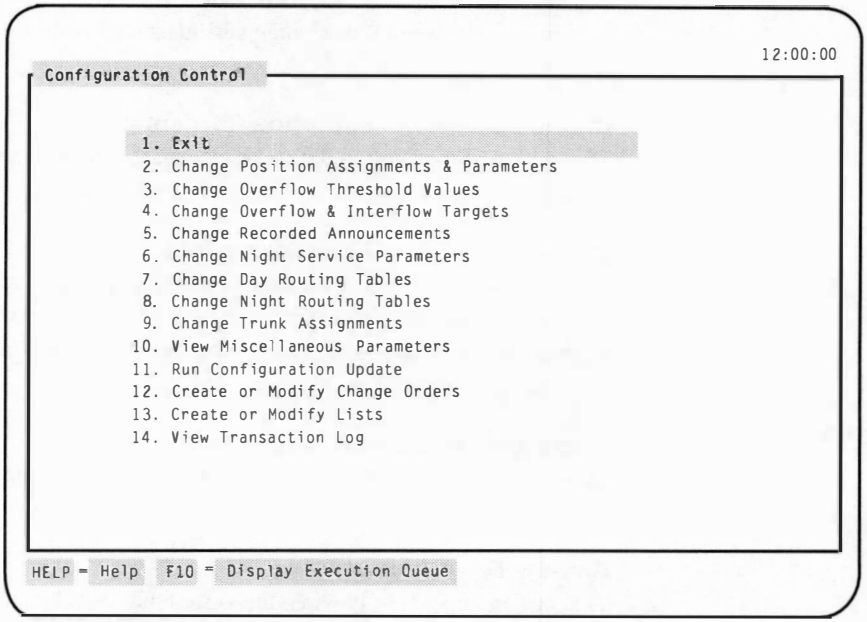
By using the keyboard's direction keys and typing the new values in their appropriate places, you can make any necessary changes to the table. The fields you change are highlighted.

When you have entered all of the changes, select "*Execute*" from the Commands menu. The system automatically generates the necessary load management changes on the Meridian 1.

Configuration Control menu

When you select Configuration Control from the main menu a submenu appears, shown in Figure 17-1, containing a list of the options available in the Configuration Control mode.

Figure 17-1
Configuration Control menu



Note: When the NACD option is enabled, two additional selections appear in the Configuration Control menu: Change Day Routing Tables and Change Night Routing Tables. For more information, refer to "Network Automatic Call Distribution (NACD)" chapter.
The Change CDN Parameters selection appears only when CCR is enabled.

To select one of the options use the up and down arrow keys to highlight the appropriate option, or type the number corresponding to that option, and press {RETURN}.

Change Position Assignments and Parameters

This option lets you change the assignment of positions to queues and supervisors. The supervisor key numbers and position priority (if enabled) for each position can be changed here. It can also be used to display all of the current assignments, including the ID and name of the agent currently logged in to each position.

Change Overflow Threshold Values

This option lets you set or change various overflow thresholds associated with each ACD queue.

Change Overflow & Interflow Targets

This option allows you to define or change the three overflow targets for each queue. The interflow number can also be set here.

Change Recorded Announcements

This option lets you set or change the thresholds and routes for the first and second recorded announcements for each ACD-DN queue. If CCR is enabled, you can also set or change the thresholds and routes for the first and second recorded announcements for CDNs.

Change Night Service Parameters

This option lets you set or change the RAN route and night number for each queue.

Change Day Routing Table

This option appears only when the system has NACD. This option lets you change the routing of incoming calls during normal daily operation. For more information, refer to the "Network Automatic Call Distribution (NACD)" chapter.

Change Night Routing Table

This option appears only when the system has NACD. This option lets you change the routing of incoming calls when your system is in night service. For more information, refer to the "Network Automatic Call Distribution (NACD)" chapter.

Change Trunk Assignments

This option allows you to assign an ACD-DN/CDN and a priority status to each trunk.

Change CDN Parameters

This option only appears when the system has the CCR option enabled. This option allows you to set or change the CDN mode, default ACD-DN and various overflow thresholds associated with each CDN. It also displays the Music Route for each CDN.

View Miscellaneous Parameters

This option allows you to view but not change certain miscellaneous settings like the maximum number of positions and the call forcing option for each queue.

Run Configuration Update

This option causes the state of the Meridian 1 switch to be queried, and updates the Configuration Control data stored in the Meridian MAX system. This option may also be run by executing a Change Order with the Run a Configuration Update field set to "Yes".

A configuration update is automatically run however, when the Meridian MAX system is rebooted, or the Meridian 1 is reinitialized.

Create or Modify Change Orders

This option allows you to manage the change order database the same way you manage the report database through Report Parameter Definition. Change orders can be created, modified and executed using this option.

Create or Modify Lists

This option lets you access the List Management feature. This is the same List Management feature accessed from the main menu. Refer to the "List Management" chapter for information.

View Transaction Log

This option lets you look at the log of Configuration Control transactions. This log displays all requested change orders, who the requester was, and any errors that occurred. This log can also be printed.

Exit

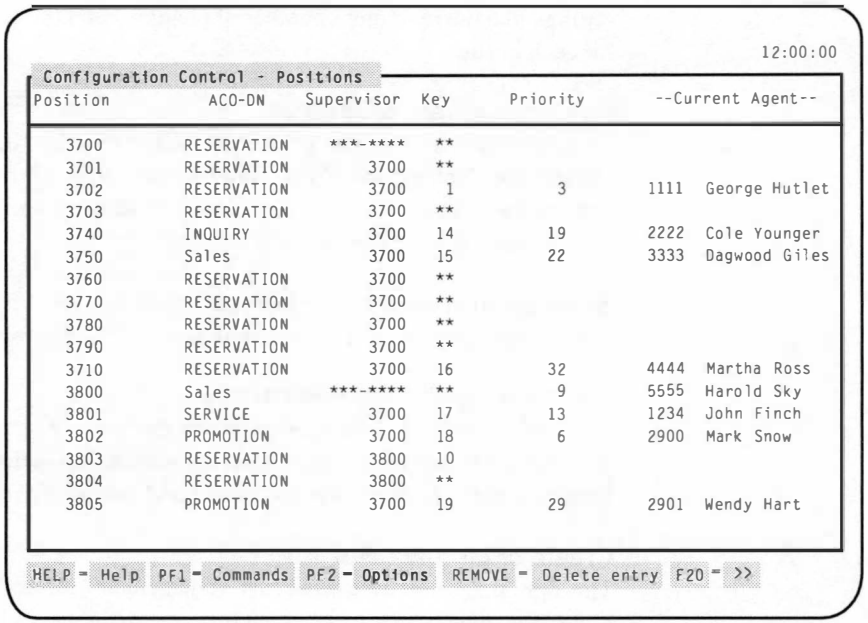
This option takes you back to the Meridian MAX main menu.

New or changed values entered for any of the screens are not validated individually and are only validated when the entire screen is executed.

Change Position Assignments and Parameters

Select this option to view or change the agent position assignments to specified ACD-DNs. Figure 17-2 shows an example of a Change Position Assignments and Parameters screen.

Figure 17-2
Configuration Control—Positions screen



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

- **Exit**
  Returns the system to the Configuration Control submenu.
- **Clear the table**
  Removes any data from the screen.

- **Remove changes**
  Ignores any changes made during the current session.
- **Execute**
  Sends the data to the execution queue.
- **Refresh display**
  Redraws the screen.

PF1=No selection
Removes the Commands pop-up window from the screen.

PF2=Options
Displays a description or list of valid entries for the field.

PF2–Remove options pop-up
Removes the Options pop-up window from the screen.

PF3=Position lists
Displays a pop-up window of the position lists defined in the List Management feature. This function key does not appear if there are no defined position lists. Refer to the "List Management" chapter for more information regarding lists.

When a list is added to the screen, table entries are added for the list name, for each position in the list. The list elements are included to display current settings only. The parameters cannot be changed on an individual basis. Instead, changes made to the list name line are applied to all elements of the list.

To remove the entire list from the screen, move the cursor to the list name and press [Delete list].

To remove the list but leave the list entries on the screen, move to the list terminator and press [Expand list]. Once the list has been expanded, changes to individual entries may be made. Pressing [Delete entry] while positioned on an element in a list causes the entry to be removed and the list expanded.

PF3=No selection
Removes the position list pop-up window from the screen.

F10=Display Execution Queue

Displays the current contents of the Configuration Control execution request queue. This queue contains all requests for changes that have been made. Refer to the "Execution queue" section in this chapter for more information.

Remove=Delete entry

Removes an entry from a list.

Remove=Delete list

Removes the entire list from the screen. This can be done by positioning the cursor on the list name.

Remove=Expand list

Separates the list from the list entries so individual changes can be made to each entry. This option appears while the cursor is on the list terminator, shown as '======'.

Fields

Position

In this field you have the option to enter a Position ID, Position List name, or an asterisk (*) followed by {ENTER}. This last entry displays the information for all positions.

For each agent position ID entered, the following Configuration Control settings are displayed and may be changed:

- *ACD-DN*
- *Supervisor ID*
- *Key number*
- *Agent Position Priority* (if enabled)

The associated agent ID and name are also displayed but may not be altered.

By using the direction keys, advance the cursor to each new entry you wish to change.

ACD-DN

The ACD-DN field contains the number or name of the ACD-DN to which this agent position is currently assigned. If you have entered a new agent position, the field is highlighted or underlined, depending on your terminal.

Supervisor

This field contains the ID of the supervisor to which this agent position is currently assigned. If you have changed the agent position this field is highlighted. The Supervisor ID may be up to seven digits, in the form ###-####.

Key

This field contains the key number that the position is assigned to on the supervisor's set, or "**" to indicate that there is no key assigned.

Priority

This field only appears if the Agent Priority feature is installed on your Meridian 1 switch, and contains the priority of this position. This number must be between 1 and 32 or 48, where 1 is the highest priority. The limit of 32 or 48 depends on the size of your Meridian PBX. If two agents are free when a call comes in, the agent with the highest priority (the number closest to 1) receives the call.

Current Agent

This field displays the ID and name of the agent currently logged in at this position. This field is for display only, and cannot be changed.

After you have made your changes, select the Commands menu to exit, clear the table, remove all changes, execute the changes, or refresh the display. This last command updates the display of current settings to include any configuration changes made since the last screen update.

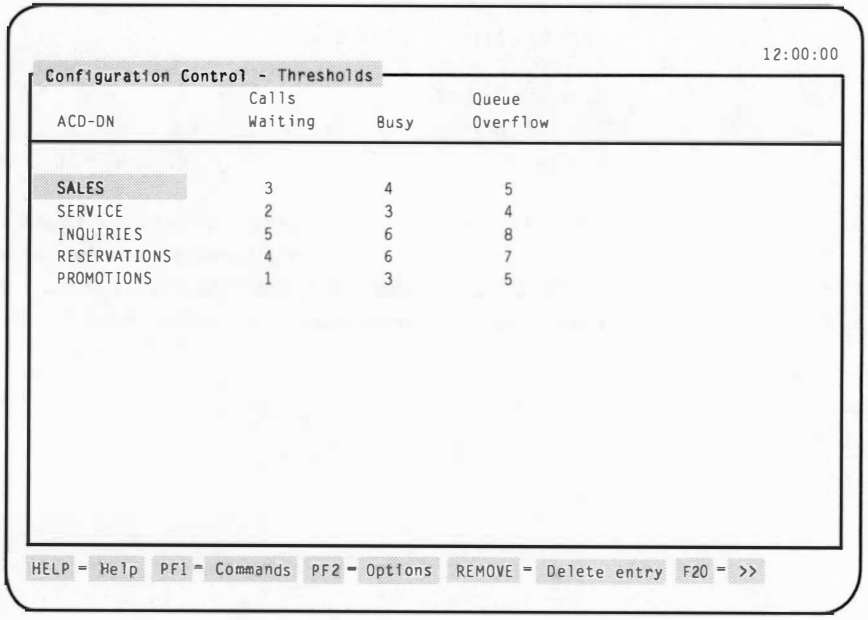
Change Overflow Threshold Values

Select this option to view or change the overflow thresholds of specified ACD-DNs. These threshold values can affect your operation in two different ways depending on whether or not certain options are installed on your system. The basic features of this screen are discussed first (Figure 17-3), followed by a discussion of the optional features (Figure 17-4).

Prior to X11 and X11 International Release 15

The overflow thresholds you can define for each ACD-DN on the basic Change Overflow Threshold screen can be seen in Figure 17-3. Each threshold affects the Calls Waiting lamp on the telephone sets of agents assigned to the queue and the Display Queue lamp on the telephone set of the supervisor of the queue. The installer must enter **Yes** to the *NCWL* prompt (in the switch software) to enable the Call Waiting lamp. The *Busy* threshold and the *Queue Overflow* threshold also affect the overflow of calls to and from the ACD-DN.

Figure 17-3
Configuration Control—Threshold screen—basic features



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

- **Exit**
  Returns the system to the Configuration Control submenu.
- **Clear the table**
  Removes any data from the screen.
- **Remove changes**
  Ignores any changes made during the current session.
- **Execute**
  Sends the data to the execution queue.
- **Refresh display**
  Redraws the screen.

PF1=No selection

Removes the Commands pop-up window from the screen.

PF2=Options

Displays a description or list of valid entries for the field.

PF2=Remove options pop-up

Removes the Options pop-up window from the screen.

PF3=ACD-DN lists

Displays a pop-up window of the ACD-DN lists defined in the List Management feature. This function key does not appear if there are no defined ACD-DN lists. Refer to the "List Management" chapter for more information regarding lists.

When a list is added to the screen, table entries are added for the list name for each ACD-DN in the list. The list elements are included to display current settings only. The parameters cannot be changed on an individual basis. Instead, changes made to the list name line are applied to all elements of the list.

To remove the entire list from the screen, move the cursor to the list name and press [Delete list].

To remove the list but leave the list entries on the screen, move to the list terminator and press [Expand list]. Once the list has been expanded, changes to individual entries may be made. Pressing [Delete entry] while positioned on an element in a list causes the entry to be removed and the list expanded.

PF3=No selection

Removes the ACD-DN list pop-up window from the screen.

F10=Display Execution Queue

Displays the current contents of the Configuration Control execution request queue. This queue contains all requests for changes that have been made. Refer to the "Execution queue" section in this chapter for more information.

Remove=Delete entry

Removes an entry from a list.

Remove=Delete list

Removes the entire list from the screen. This can be done by positioning the cursor on the list name.

Remove=Expand list

Separates the list from the list entries so individual changes can be made to each entry. This option appears while the cursor is on the list terminator, shown as '======'.

Fields

ACD-DN

In this field you can enter one of the following:

- an ACD-DN
- an ACD-DN name
- an ACD-DN list name
- an asterisk (*) to display all ACD-DNs

Calls Waiting

Set the *Calls Waiting* threshold to the number of calls you want to have waiting in queue before the appropriate lamps on the telephone sets light. This threshold has no effect on overflow operation.

Busy

The *Busy* threshold determines how many calls must be queued to cause the appropriate lamps on the telephone sets to flash slowly. Once the queue has reached this Busy state, no more overflowed calls are accepted from other ACD-DNs, although direct calls, calls interflowed and calls night forwarded are still accepted. If this threshold is less than or equal to the *Calls Waiting* threshold, the status lamps remain steadily lit rather than flash.

Queue Overflow

The *Queue Overflow* field determines the number of calls in a queue which must be reached before the lamps on the telephone sets flash. This flashing indicates that the queue is in an overloaded state.

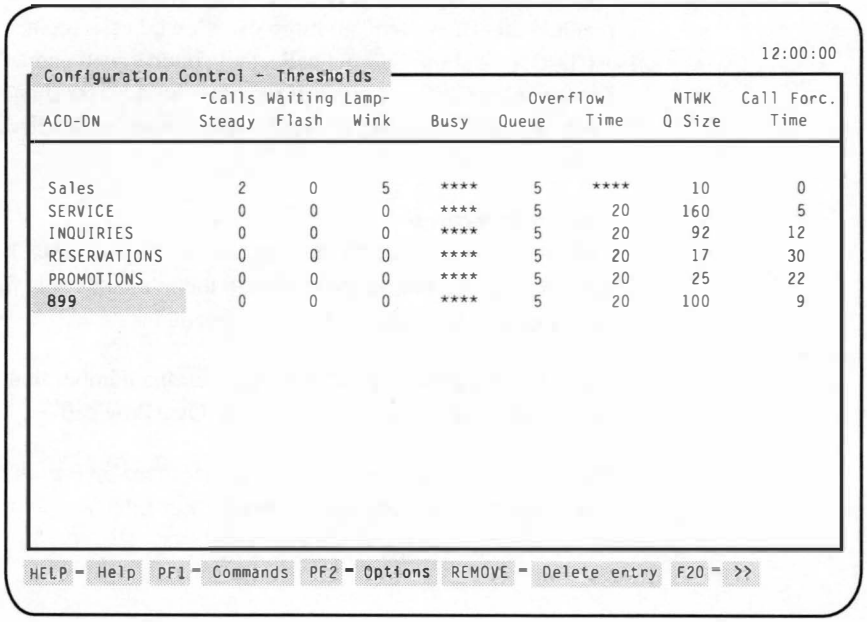
If a call overflows to a defined night service number that is within the same switch, that call is pegged as a Queue Overflow call.

Once this threshold has been reached (if these options are specified), newly arriving direct calls attempt to overflow or interflow to another queue.

X11 and X11 International Release 15 and onward

The more detailed overflow thresholds you can define for each ACD-DN on the optional features Change Overflow Threshold screen can be seen in Figure 17-4.

Figure 17-4
Configuration Control—Threshold screen—optional features



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

- **Exit**
  Returns the system to the Configuration Control submenu.
- **Clear the table**
  Removes any data from the screen.

- **Remove changes**
  Ignores any changes made during the current session.
- **Execute**
  Sends the data to the execution queue.
- **Refresh display**
  Redraws the screen.

PF1=No selection
Removes the Commands pop-up window from the screen.

PF2=Options
Displays a description or list of valid entries for the field.

PF2=Remove options pop-up
Removes the Options pop-up window from the screen.

PF3=ACD-DN lists
Displays a pop-up window of the ACD-DN lists defined in the List Management feature. This function key does not appear if there are no defined ACD-DN lists. Refer to the "List Management" chapter for more information regarding lists.

When a list is added to the screen, table entries are added for the list name for each ACD-DN in the list. The list elements are included to display current settings only. The parameters cannot be changed on an individual basis. Instead, changes made to the list name line are applied to all elements of the list.

To remove the entire list from the screen, move the cursor to the list name and press [Delete list].

To remove the list but leave the list entries on the screen, move to the list terminator and press [Expand list]. Once the list has been expanded, changes to individual entries may be made. Pressing [Delete entry] while positioned on an element in a list causes the entry to be removed and the list expanded.

PF3=No selection
Removes the ACD-DN list pop-up window from the screen.

F10=Display Execution Queue

Displays the current contents of the Configuration Control execution request queue. This queue contains all requests for changes that have been made. Refer to the "Execution queue" section in this chapter for more information.

Remove=Delete entry

Removes an entry from a list.

Remove=Delete list

Removes the entire list from the screen. This can be done by positioning the cursor on the list name.

Remove=Expand list

Removes the list but leaves the list entries on the screen. This option appears while the cursor is on the list terminator, shown as '======'.

Fields

Calls Waiting Lamp

When the NCWL package is installed on your Meridian 1 system, the control of the Call Waiting lamp and the Display Queue lamp is separated from the overflow thresholds. As defined above, the *Busy* threshold and the *Queue Overflow* threshold still affect the overflow of calls to and from the ACD-DN, but they no longer affect the lamps on the telephone sets.

Steady determines how many calls must be queued for the lamps to light steadily. *Flash* determines how many calls must be queued for the lamps to flash slowly. *Wink* determines how many calls must be queued for the lamps to flash quickly.

Time Overflow

The *Time Overflow* field is an option which shows up only if your Meridian 1 is equipped with the Timed Overflow feature. A call waiting in the queue is overflowed to a time overflow queue when the threshold waiting time is exceeded.

Network Queue Size

The *Network Queue Size* is an option which appears only if your Meridian 1 is equipped with the ACD Networking feature. This threshold sets a limit on the number of calls received locally and from other nodes that can be queued for the ACD-DN.

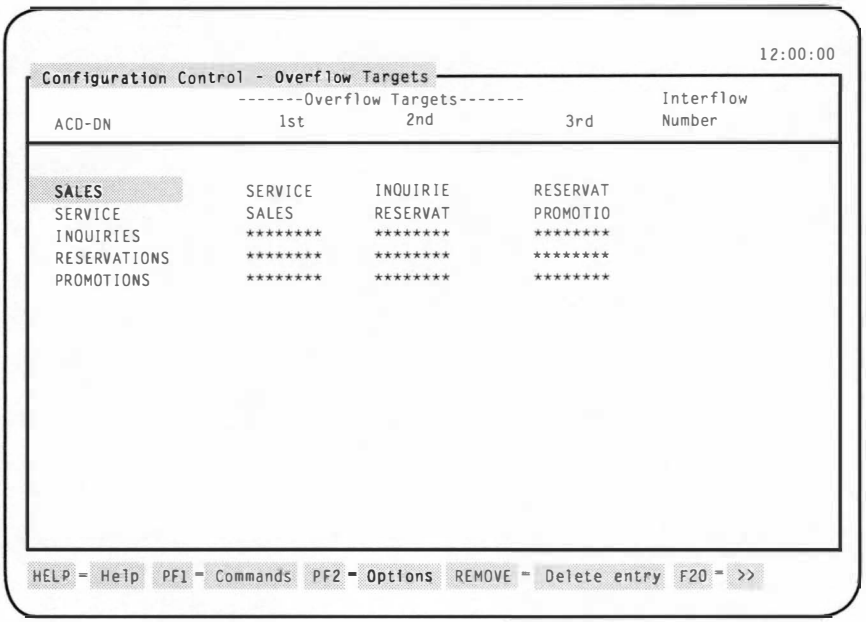
Call Force Time

The *Call Force Time* is an option which appears only if your Meridian 1 is equipped with the Call Forcing option. This threshold determines the number of seconds that must elapse after disconnecting from a call before an ACD agent is considered idle and ready to receive the next ACD call.

Change Overflow and Interflow Targets

Select this option to view or change the Overflow Target Queues of specified ACD-DNs and the interflow number assigned to each ACD queue. An example of the Change Overflow and Interflow Targets screen is seen in Figure 17-5.

Figure 17-5
Configuration Control—Overflow Targets screen



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

- **Exit**
  Returns the system to the Configuration Control submenu.
- **Clear the table**
  Removes any data from the screen.

- **Remove changes**
  Ignores any changes made during the current session.
- **Execute**
  Sends the data to the execution queue.
- **Refresh display**
  Redraws the screen.

PF1=No selection
Removes the Commands pop-up window from the screen.

PF2=Options
Displays a description or list of valid entries for the field.

PF2=Remove options pop-up
Removes the Options pop-up window from the screen.

PF3=ACD-DN lists
Displays a pop-up window of the ACD-DN lists defined in the List Management feature. This function key does not appear if there are no defined ACD-DN lists. Refer to the "List Management" chapter for more information regarding lists.

When a list is added to the screen, table entries are added for the list name for each ACD-DN in the list. The list elements are included to display current settings only. The parameters cannot be changed on an individual basis. Instead, changes made to the list name line are applied to all elements of the list.

To remove the entire list from the screen, move the cursor to the list name and press [Delete list].

To remove the list but leave the list entries on the screen, move to the list terminator and press [Expand list]. Once the list has been expanded, changes to individual entries may be made. Pressing [Delete entry] while positioned on an element in a list causes the entry to be removed and the list expanded.

PF3=No selection
Removes the ACD-DN list pop-up window from the screen.

F10=Display Execution Queue

Displays the current contents of the Configuration Control execution request queue. This queue contains all requests for changes that have been made. Refer to the "Execution queue" section in this chapter for more information.

Remove=Delete entry

Removes an entry from a list.

Remove=Delete list

Removes the entire list from the screen. This can be done by positioning the cursor on the list name.

Remove=Expand list

Removes the list but leaves the list entries on the screen. This option appears while the cursor is on the list terminator, shown as '======'.

Fields

ACD-DN

In this field you can enter one of the following:

- an ACD-DN
- an ACD-DN name
- an ACD-DN list name
- an asterisk (*) to display all ACD-DNs

For each ACD-DN or List name entered, the following Configuration Control settings are displayed and may be changed:

- the first local overflow target queue
- the second local overflow target queue
- the third local overflow target queue
- the interflow number

Overflow Targets

These fields contain space for up to three overflow targets for this queue. Each of the targets should be either the number or name of another ACD-DN, or "***" to indicate that no target is assigned. If you show a target as "***" and then follow it with an assigned target, the "***" disappears and the assigned target moves to that space. For an overflow target to work, a time overflow threshold or queue overflow threshold must also be defined.

Interflow Number

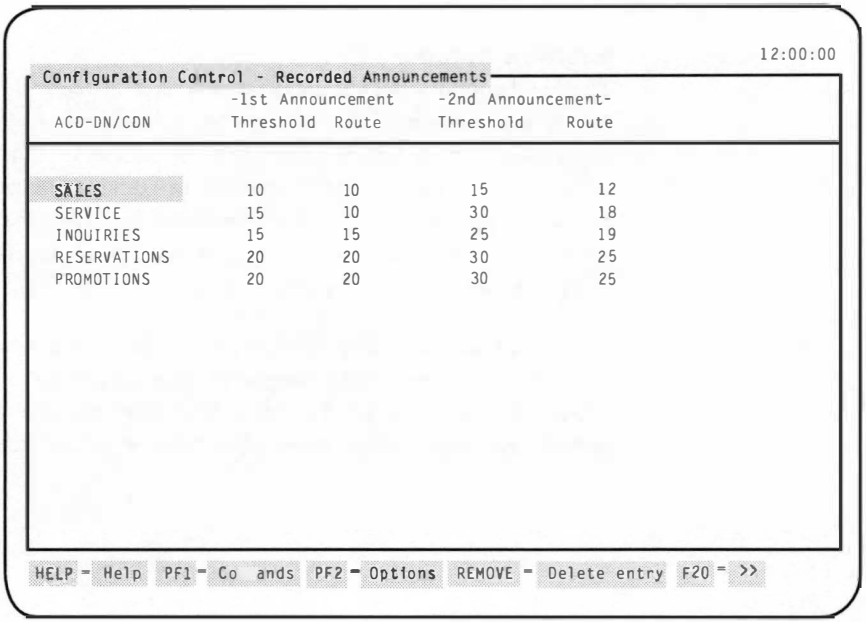
This field contains the number to which interflowed calls are routed when interflow is enabled. (Interflow can be enabled from a key on the supervisor's set, or automatically at the Meridian 1). This number may be an internal ACD or non-ACD number, an extension number, or an external number. It may be up to 23 characters long, including the "*" character where necessary to indicate a dialing pause. For an interflow number to work, a queue overflow threshold must be defined.

After you have made your changes, select the Commands menu to exit, clear the table, remove all changes, execute the changes, or refresh the display. This last command updates the display of current settings to include any configuration changes made since the last screen update.

Change Recorded Announcements

Select this option to view or change the time thresholds and routes for the first and second recorded announcement for each ACD-DN/CDN, shown in Figure 17-6.

Figure 17-6
Configuration Control—Recorded Announcements screen



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

- **Exit**
  Returns the system to the Configuration Control submenu.
- **Clear the table**
  Removes any data from the screen.

- **Remove changes**
  Ignores any changes made during the current session.
- **Execute**
  Sends the data to the execution queue.
- **Refresh display**
  Redraws the screen.

PF1 =No selection
Removes the Commands pop-up window from the screen.

PF2=Options
Displays a description or list of valid entries for the field.

PF2=Remove options pop-up
Removes the Options pop-up window from the screen.

PF3=Queue lists
Displays a pop-up window of the queue lists defined in the List Management feature. This function key does not appear if ro queue lists are defined. Refer to the "List Management" chapter for more information regarding lists.

When a list is added to the screen, table entries are added for each ACD-DN/CDN in the list. The list elements are included to display current settings only. The parameters cannot be changed on an individual basis. Instead, changes made to the list name line are applied to all elements of the list. To remove the entire list from the screen, move the cursor to the list name and press [Delete list]. To remove the list but leave the list entries on the screen, move to the list terminator and press [Expand list]. Once the list has been expanded, changes to individual entries may be made. Pressing [Delete entry] while positioned on an element in a list causes the entry to be removed and the list expanded.

PF3=No selection
Removes the queue list pop-up window from the screen.

F10=Display Execution Queue

Displays the current contents of the Configuration Control execution request queue. This queue contains all requests for changes that have been made. Refer to the "Execution queue" section for more information.

Remove=Delete entry

Removes an entry from a list.

Remove=Delete list

Removes the entire list from the screen. This can be done by positioning the cursor on the list name.

Remove=Expand list

Removes the list but leaves the list entries on the screen. This option appears while the cursor is on the list terminator, shown as '======'.

Fields

ACD-DN/CDN

The field can be either an ACD-DN or a CDN based on the features enabled. In this field you can enter one of the following:

- an ACD-DN/CDN
- an ACD-DN/CDN name
- a queue list name
- an asterisk (*) to display all ACD-DN/CDNs

For each ACD-DN, CDN, or List name entered, the first and second delay announcement's RAN threshold and RAN Route number are displayed and may be changed.

Threshold

These two fields contain the number of seconds a call should wait before receiving either the first or second recorded announcement.

Route

These two fields contain the RAN Route number for the first or second recorded announcement. After you have made your changes, select from the Commands menu to exit, clear the table, remove all changes, execute the changes, or refresh the display. This last command updates the display of current settings to include any configuration changes made since the last screen update.

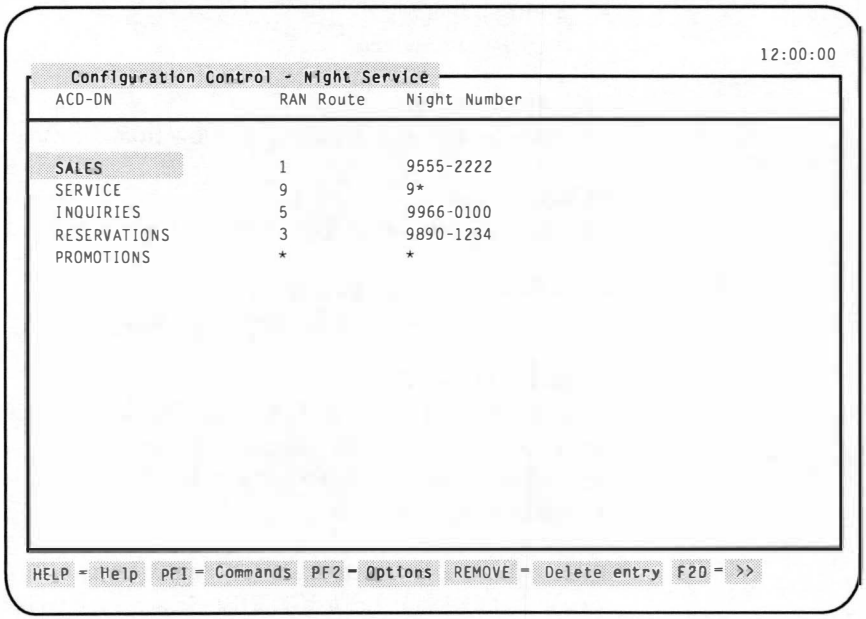
Change Night Service Parameters

Supervisors can select this option from the Configuration Control menu. Night service may be invoked directly (but not changed) from a key on a supervisor's telephone set. With this option you can view or change the night RAN routes and night numbers for each queue, shown in Figure 17-7.

Night service may be invoked from a supervisor's set or when all agent positions for the queue are logged out.

Meridian MAX can collect data on the calls abandoned in night service mode and use it to produce reports to enhance customer service. For more information, refer to the "Enhanced Day/Night Call Abandoned Reporting" section in the "Meridian MAX features" chapter.

Figure 17-7
Configuration Control—Night Service screen



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

- **Exit**
  Returns the system to the Configuration Control submenu.
- **Clear the table**
  Removes any data from the screen.
- **Remove changes**
  Ignores any changes made during the current session.
- **Execute**
  Sends the data to the execution queue.
- **Refresh display**
  Redraws the screen.

PF1=No selection

Removes the Commands pop-up window from the screen.

PF2=Options

Displays a description or list of valid entries for the field.

PF2=Remove options pop-up

Removes the Options pop-up window from the screen.

PF3=ACD-DN lists

Displays a pop-up window of the ACD-DN lists defined in the List Management feature. This function key does not appear if there are no defined ACD-DN lists. Refer to the "List Management" chapter for more information regarding lists.

When a list is added to the screen, table entries are added for the list name for each ACD-DN in the list. The list elements are included to display current settings only. The parameters cannot be changed on an individual basis. Instead, changes made to the list name line are applied to all elements of the list.

To remove the entire list from the screen, move the cursor to the list name and press [Delete list].

To remove the list but leave the list entries on the screen, move to the list terminator and press [Expand list]. Once the list has been expanded, changes to individual entries may be made. Pressing [Delete entry] while positioned on an element in a list causes the entry to be removed and the list expanded.

PF3=No selection
Removes the ACD-DN list pop-up window from the screen.

F10=Display Execution Queue
Displays the current contents of the Configuration Control execution request queue. This queue contains all requests for changes that have been made. Refer to the "Execution queue" section in this chapter for more information.

Remove=Delete entry
Removes an entry from a list.

Remove=Delete list
Removes the entire list from the screen. This can be done by positioning the cursor on the list name.

Remove=Expand list
Removes the list but leaves the list entries on the screen. This option appears while the cursor is on the list terminator, shown as '======'.

Fields

ACD-DN
In this field you have the option to enter one of the following:

- an ACD-DN
- an ACD-DN name
- an ACD-DN list name
- an asterisk (*) to display all ACD-DNs

For each ACD-DN or List name entered, the night RAN route and Night numbers are displayed and may be changed.

RAN Route

This field determines the announcement night callers receive.

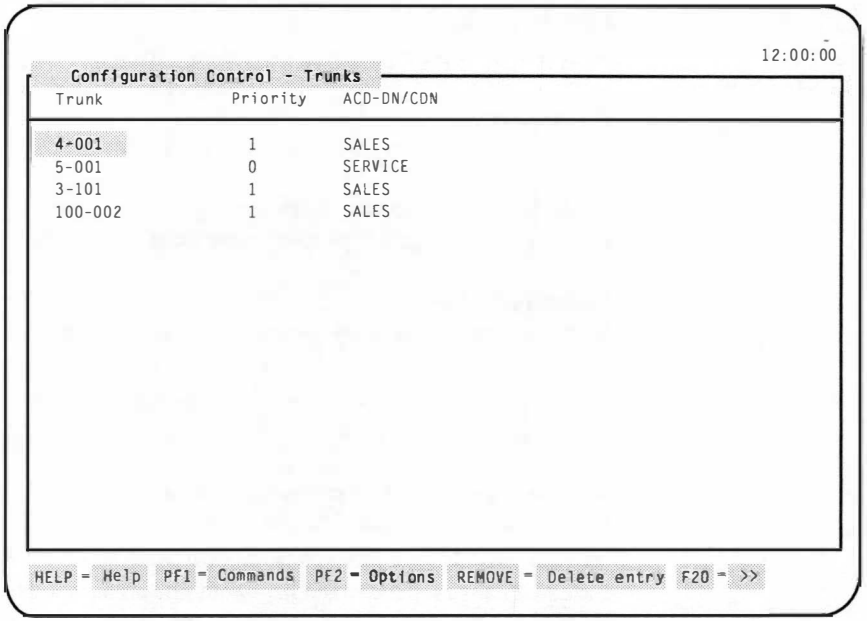
Night Number

This field contains the number to which calls are forwarded when the queue is in night service. This number may be an internal ACD or non-ACD number, an extension number, or an external number. It may be up to 23 characters long, including the "*" character to indicate a dialing pause, and the code to exit the switch. If the defined night service number is within the same switch, a call that overflows to it is pegged as a Queue Overflow call.

Change Trunk Assignments

Select this option to view or change trunk assignments and priorities, shown in Figure 17-8. A particular trunk may be assigned to a new queue or given a new priority status.

Figure 17-8
Configuration Control—Trunks screen



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

- **Exit**
  Returns the system to the Configuration Control submenu.
- **Clear the table**
  Removes any data from the screen.

- **Remove changes**
  Ignores any changes made during the current session.
- **Execute**
  Sends the data to the execution queue.
- **Refresh display**
  Redraws the screen.

PF1=No selection

Removes the Commands pop-up window from the screen.

PF2=Options

Displays a description or list of valid entries for the field.

PF2=Remove options pop-up

Removes the Options pop-up window from the screen.

PF3=Trunk lists

Displays a pop-up window of the trunk lists defined in the List Management feature. This function key does not appear if there are no defined trunk lists. Refer to the "List Management" chapter for more information regarding lists.

When a list is added to the screen, table entries are added for the list name for each trunk in the list. The list elements are included to display current settings only. The parameters cannot be changed on an individual basis. Instead, changes made to the list name line are applied to all elements of the list. To remove the entire list from the screen, move the cursor to the list name and press [Delete list]. To remove the list but leave the list entries on the screen, move to the list terminator and press [Expand list]. Once the list has been expanded, changes to individual entries may be made. Pressing [Delete entry] while positioned on an element in a list causes the entry to be removed and the list expanded.

PF3=No selection

Removes the trunk list pop-up window from the screen.

F10=Display Execution Queue

Displays the current contents of the Configuration Control execution request queue. This queue contains all requests for changes that have been made. Refer to the "Execution queue" section in this chapter for more information.

Remove=Delete entry

Removes an entry from a list.

Remove=Delete list

Removes the entire list from the screen. This can be done by positioning the cursor on the list name.

Remove=Expand list

Removes the list but leaves the list entries on the screen. This option appears while the cursor is on the list terminator, shown as '======'.

Fields

Trunk

This field contains the trunk number which is expressed in the form "rrr-mmm", in which "rrr" is the route number (from 0-511), and "mmm" is the member number (from 1-126).

You can enter one of the following:

- a trunk number
- a trunk list name
- an asterisk (*) to display all trunk information

  Note: A trunk list can contain entries to be used in the Configuration Control and Report Definition features. The format for the entries designed for the reports is "mmm". However, these entries appear as "0-mmm" if they are used in Configuration Control. For example, a trunk entered as "123" appears as "0-123".

For each trunk number or list name entered, the associated Priority and ACD-DN/CDN are displayed and may be changed. Only auto-terminating trunks can be changed.

ACD-DN/CDN

This field contains the number or name of the ACD-DN or CDN to which this trunk is currently assigned. If you have entered a new trunk value, this field is highlighted.

Priority

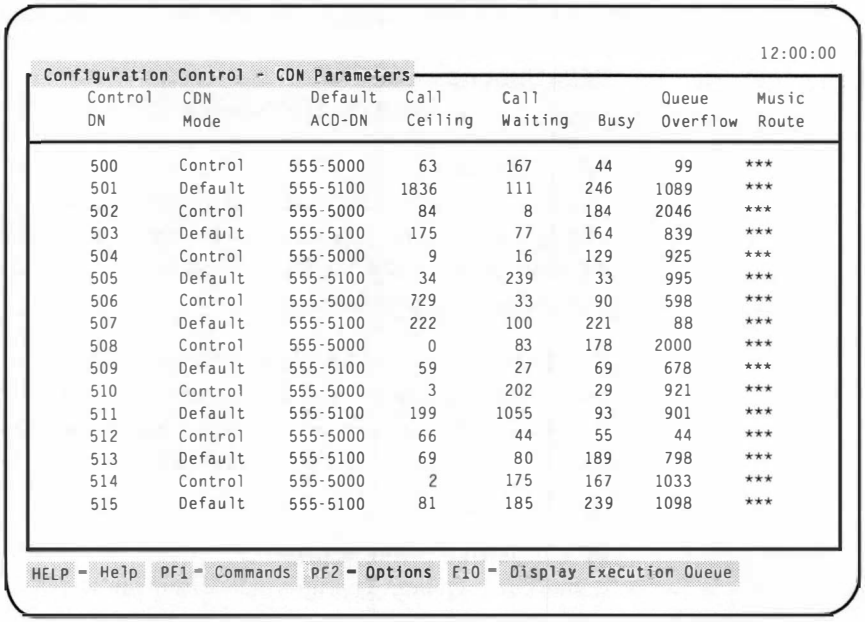
This field shows the priority status of the trunk. A "**0**" in this field means no priority and a "**1**" means priority. Calls coming in over priority trunks are handled before non-priority calls. This feature is especially useful for long-distance trunks.

After you have made your changes, select from the Commands menu to exit, clear the table, remove all changes, execute the changes, or refresh the display. This last command updates the display of current settings to include any configuration changes made since the last screen update.

Change CDN Parameters

This screen allows you to view and change the parameters that affect the way any CDN is handled. This option is only available if you have the CCR/EAR MIS option. An example of the Change CDN Parameters screen is shown in Figure 17-9.

Figure 17-9
Configuration Control—CDN Parameters screen



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

- **Exit**
  Returns the system to the Configuration Control submenu.
- **Clear the table**
  Removes any data from the screen.

- **Remove changes**
  Ignores any changes made during the current session.
- **Execute**
  Sends the data to the execution queue.
- **Refresh display**
  Redraws the screen.

PF1=No selection
Removes the Commands pop-up window from the screen.

PF2=Options
Displays a description or list of valid entries for the field.

PF3=CDN lists
Displays a pop-up window of the CDN lists defined in the List Management feature. This function key does not appear if there are no defined CDN lists. Refer to the "List Management" chapter for more information regarding lists.

When a list is added to the screen, table entries are added for the list name for each CDN in the list. The list elements are included to display current settings only. The parameters cannot be changed on an individual basis. Instead, changes made to the list name line are applied to all elements of the list.

PF2=Remove options pop-up
Removes the Options pop-up window from the screen.

F10=Display Execution Queue
Displays the current contents of the Configuration Control execution request queue. This queue contains all requests for changes that have been made. Refer to the "Execution queue" section in this chapter for more information.

Fields

Control DN
Enter the number or a descriptive name for this CDN. The name/number must be unique for each CDN.

CDN Mode

The CDN mode can be Default or Control. For more information on CDN operating modes, refer to *CCR User Guide* (P0729367). While in Default mode, calls to the CDN are transferred to the default ACD-DN (see the next field), and statistics are accumulated against that ACD-DN (except for *Call Termination: Busy* statistics).

Default ACD-DN

Enter the number for a local ACD-DN. This number is the ACD-DN that calls to the CDN are transferred to if the CDN is in Default mode.

Call Ceiling

Enter a number between 0 and 2047 (inclusive). This value is the maximum number of calls that this CDN can place in its default ACD-DN when operating in default mode.

Call Waiting

This value determines how many calls must be queued at the CDN for the supervisor's lamp to appear steadily lit.

Busy

Enter a number between 0 and 2047 (inclusive). This value determines how many calls must be queued at the CDN for the supervisor's lamp to flash slowly.

Queue Overflow

Enter a number between 0 and 2047 (inclusive). This value determines how many calls must be queued at the CDN for the supervisor's lamp to flash quickly.

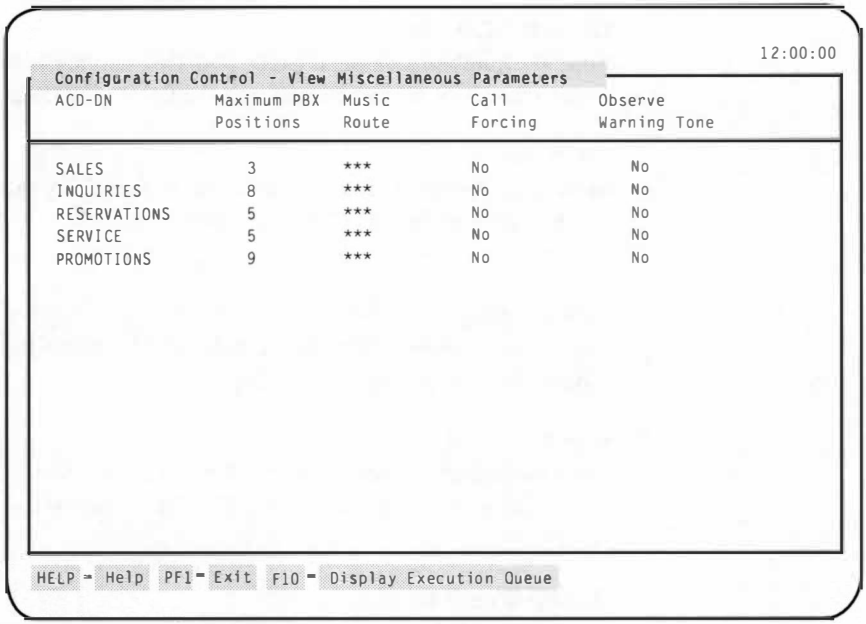
Music Route

You cannot change this field. This field is set at the Meridian 1 switch, and appears here for informational purposes only.

View Miscellaneous Parameters

This screen, shown in Figure 17-10, displays non-changeable options for all queues in the system.

Figure 17-10
Configuration Control—View Miscellaneous Parameters screen



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Exit

Returns the system to the Configuration Control submenu.

F10=Display Execution Queue

Displays the current contents of the Configuration Control execution request queue. This queue contains all requests for changes that have been made. Refer to the "Execution queue" section in this chapter for more information.

Fields

Maximum PBX Positions

This field contains the maximum number of positions that may be assigned to the queue at any one time.

Music Route

This field contains the route which supplies music to callers waiting in this queue.

Call Forcing

This field indicates whether this option is turned to Yes or No.

Observe Warning Tone

This field indicates whether and to whom a tone is provided when the supervisor invokes the Agent Observe function. A "No" indicates no tone is provided, "Agent Only" and "All Parties" specify who hears the tone.

The page up and page down keys move you through the display if there is more than one page of queues.

After you have finished looking at these option settings, use the Exit function key to return to the Configuration Control menu.

Run Configuration Update

This function invokes an audit which updates the Meridian MAX Configuration Control information from the Meridian 1 switch but does not execute any Meridian MAX changes.

If a customer is running X11 R17 or higher, Meridian MAX is notified of additions or deletions of positions and queues immediately. Meridian MAX is not notified of the configured attributes associated with the positions and queues.

For example, if the Report Control setting for an ACD-DN or CDN queue is changed to YES from NO (using Overlay 23), Meridian MAX is notified of the queue's existence, the positions, and trunks assigned to it, and the queues' day and night tables. A configuration update must be performed to determine all the attributes set for the ACD-DN or CDN queue. If not, errors may occur when executing Configuration Control change orders.

If a customer is running X11 R16 or lower, the Meridian 1 must be re-initialized or the Meridian MAX system rebooted.

This information can be accessed through the Configuration Control screens.

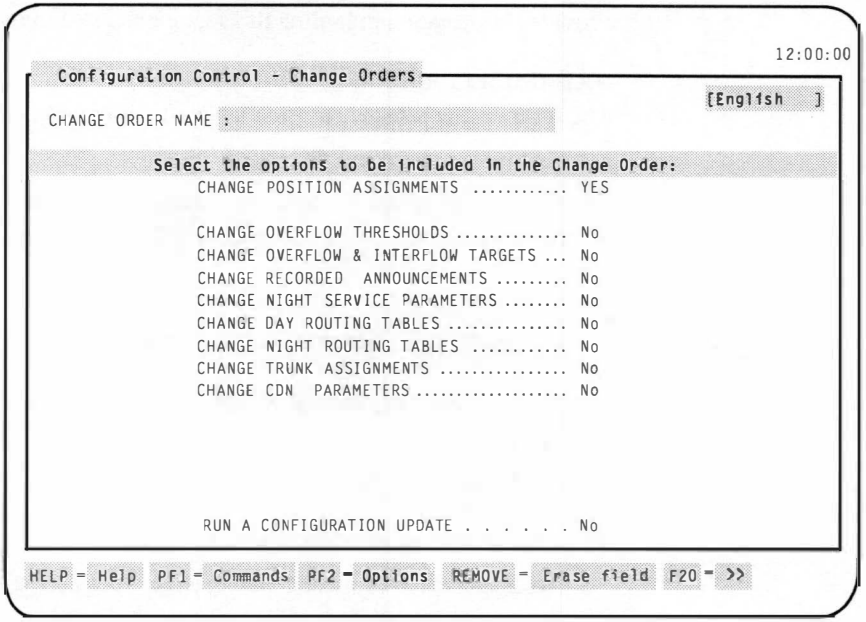
Select this function from the Configuration Control main menu, or by executing a Change Order with the Run a Configuration Update field set to "Yes". A configuration update is automatically run when the Meridian MAX system is rebooted.

When you select "*Run Configuration Update*", a message appears stating: "Configuration update has been initiated". No new screens are presented with this function.

Create or Modify Change Orders

Configuration Control Change Orders allow the Supervisor to group a set of Configuration Control commands (or tables) together and reference these under one name (Figure 17-11). You can choose to run these change orders immediately, or to schedule the changes for a later date and time, or at recurring intervals. Refer to the "Schedule Definition" chapter for details regarding the scheduling of change orders.

Figure 17-11
Configuration Control—Change Orders screen



A change order is uniquely identified by an alphanumeric name of up to 40 characters and can contain operations on one or all of the following options:

- Agent Position Assignments
- Overflow Thresholds
- Overflow & Interflow Targets
- Recorded Announcements
- Night Service Parameters

- Trunk Assignments
- CDN Parameters
- Day and Night Routing Tables
- Run Configuration Update

The above options may be selected in any order, but the execution order is fixed in the sequence shown above.

Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

- **Exit (without saving changes)**

  Returns the system to the Configuration Control submenu. Changes to the screen, which have not been saved, are deleted.

- **Clear the form**

  Clears all of the information from the screen.

- **Read an existing change order**

  Displays a pop-up window list of existing change orders. Select one and it appears on the screen.

- **Undo changes to change order**

  Voids any changes made to the change order during the current session.

- **Save as a new change order**

  Saves the change order currently on display.

- **Overwrite an existing change order**

  Replaces an existing change order with the one currently on display. This command is used when the original change order is no longer needed.

- **Delete change order(s)**

  Permanently removes a change order from the system.

- **Execute this change order**

  Executes the currently displayed change order. The change order is sent to the execution queue.

- **Read adhoc change order**

  Displays the existing ad hoc change order.

PF2=Options
Displays a description or list of valid entries for the field.

PF2=Remove options pop-up
Removes the Options pop-up window from the screen.

PF3=Enter changes screen
Displays the corresponding Configuration Control screen for the field on the change order screen. This function key is only available if *"Yes"* appears in one of the fields of an existing change order. For example, if *"Yes"* appears in the *Change Day Routing Tables* field, this function key can be used to display the corresponding Configuration Control–Day Tables feature.

Remove=Erase field
Removes the contents of a field.

F10=Display Execution Queue
Displays the current contents of the Configuration Control execution request queue. This queue contains all requests for changes that have been made. Refer to the "Execution queue" feature in this chapter for more information.

Scheduled Configuration Control Change Orders

Configuration Control change orders can be scheduled to run at a specific time and date or at recurring intervals. Configuration Control change orders are scheduled through Schedule Definition in much the same way as scheduled reports. See the "Schedule Definition" chapter.

Error Handling/Reporting

Most of the errors encountered while executing configuration changes are detected immediately after the changes have been entered. Verification is done against the switch ACD Configuration database which is maintained on Meridian MAX. This database is built during MAX initialization and is meant to reflect the current state of the switch database. Instantaneous verification detects the following configuration-dependent errors:

- Unknown Position ID entered
- Unknown Supervisor ID entered
- Unknown ACD-DN/CDN entered
- Unknown Trunk entered

In those instances where changes have been made to the switch ACD configuration and an initialization has not been performed on the Meridian MAX processor, it is possible that errors are only detected by the switch after the Configuration Control command is executed. For this reason, it is recommended that a Configuration update be run whenever major changes are made to the Meridian 1 ACD database. Other error conditions may exist which cannot be verified by the MAX database and require the switch to report the error. This situation occurs when change orders are executed. No verification can be done until run time.

Whenever a change is made to a table selected from the Configuration Control main menu, instant verification against the MAX switch ACD database occurs. This verification is done as soon as you make a field entry and press either the [Execute] key or a direction key to move the cursor out of the current field. If you make an entry which is invalid according to the Meridian MAX database, the cursor remains at the erroneous field and an error message appears. If this occurs, enter a new value or restore the original value.

If an error condition occurs after the table has been changed and executed, an error pop-up window window appears with explanation of the error (for example, "Link is down — please try again"). Exiting from Configuration Control at this time causes all of the changes to the current table to be lost.

Since change orders are usually created at one time and executed sometime later, no validity check is performed on the values entered at the time they are entered. Rather, the validity check is executed by the switch at run time.

It is recommended that the error log be examined to verify that the change orders occurred without any problems.

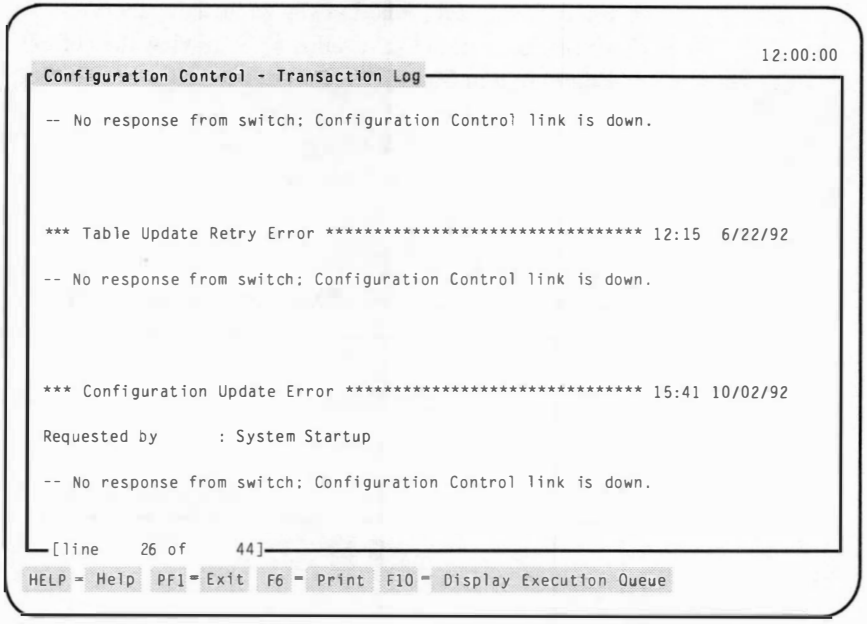
View transaction log

The Transaction Log option of the Configuration Control feature lets you access the log of Configuration Control transactions kept by the system. Recorded in this log are up to 2000 lines of information from past requests. This information indicates the type of change requested, who requested it, the time of the request, and whether was successful. If any errors are encountered, additional error information is displayed. As well, all change orders, whether they succeed or fail, are recorded here. When the transaction log reaches a size of 2000 lines, the system automatically truncates the file to the most recent 200 lines.

Each transaction record includes the kind of error that occurred (for example, Failed Change Order or Threshold Change Error), the time and date the error occurred (in the form hh:mm mm/dd/yy), who made the request, an error message, and a brief description of the error.

Initially, when the transaction log option is selected, the bottom of the transaction log is displayed. To move about in the file, use the page up and page down keys to move by pages, or the up and down arrow keys to move by lines. These movement commands can be prefixed by a number to move that number of pages or lines. The display "line *nn* of *mm*" near the bottom left of the screen tells you where you are in the display, where *nn* is the line at the top of the display and *mm* is the total number of lines in the Log.

Figure 17-12
Configuration Control—Transaction Log screen



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Exit

Returns the system to the Configuration Control submenu.

F6=Print

Prints the transaction log.

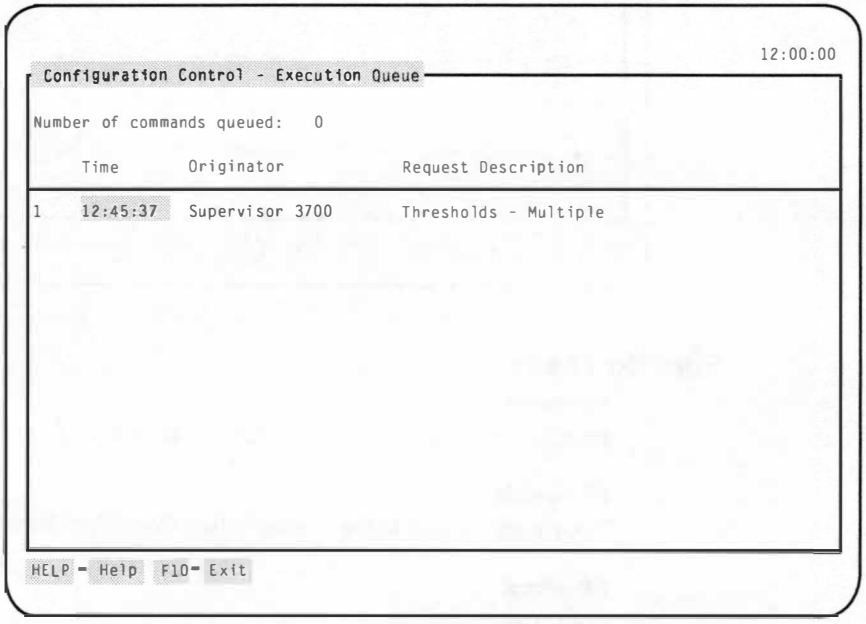
F10=Display Execution Queue

Displays the current contents of the Configuration Control execution request queue. This queue contains all requests for changes that have been made. Refer to the "Execution queue" section in this chapter for more information.

Execution queue

This screen, shown in Figure 17-13, is accessed by pressing the [Display Execution Queue] function key while using the View Transaction Log option. Execution Queue allows you to view the current contents of the Configuration Control execution request queue. The queue contains all requests for changes that have been made by users, but not yet executed by the system. Scheduled change orders automatically go into this queue at the time for which they are scheduled. This screen only shows data if commands in other functions are backing up.

Figure 17-13
Configuration Control—Execution Queue screen



Function keys

Help=Help

Provides information regarding this feature and its fields.

F10=Exit

Returns the system to the screen which called this feature.

Fields

Number of Commands Queued

This field contains the number of change requests waiting to be executed. The following lines contain the actual requests.

Time

This field shows the time the request was made in the form hh:mm:ss.

Originator

This field contains the name of the supervisor who issued the request, or the name of the scheduler if it was a scheduled change order.

Request Description

This field indicates the type of request issued, for example, Thresholds or Configuration Update.

This option is for display only. None of these fields can be edited, nor can a change request be deleted from the queue once it has been issued.

Configuration Control ad hoc mode

Press the [Configuration Control] function key while in a real-time display to temporarily access the Configuration Control ad hoc mode.

Queue statistics displays

When you press the [Configuration Control] function key on the ACD Statistics display, the Network Call Statistics display or the Time-Overflow Call Answered display, the "Which ACD Option?" pop-up menu appears.

This menu contains a subset of the options available in the Configuration Control main menu and represents those selections which perform operations on ACD-DNs.

When you press the [Configuration Control] function key on the Control DN Statistics display, the "Which CDN Option?" pop-up menu appears.

This menu contains a subset of the options available in the Configuration Control main menu and represents those selections which perform operations on CDNs.

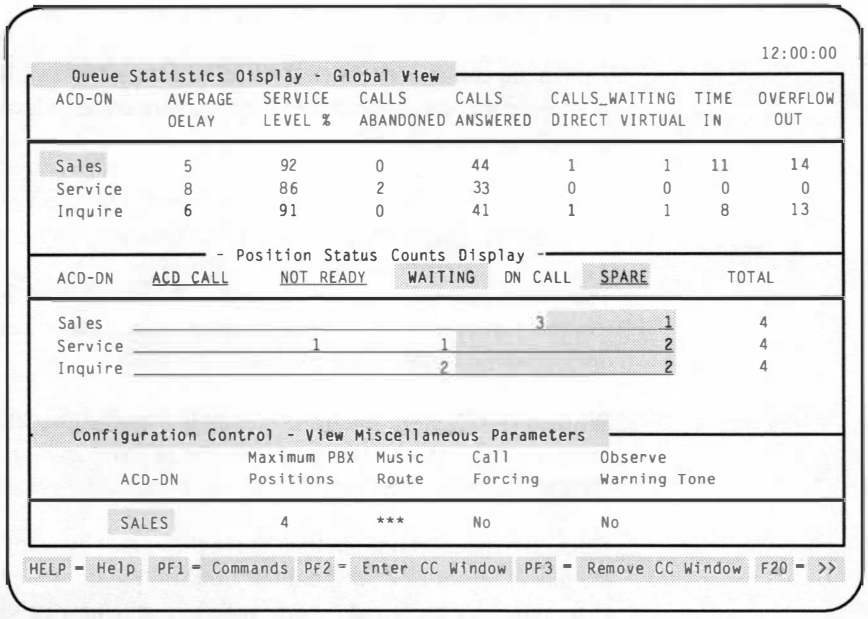
While using Configuration Control ad hoc mode the real-time statistics remain displayed and a moveable cursor is positioned on the first queue, as shown in Figure 18-1.

Select the required option, then move the cursor by using the arrow keys to the queue on which Configuration Control functions are to be performed. Only the parameters and options for one queue may be viewed and changed at a time.

As an example, if you select the "*Change Overflow Threshold Values*" option from the "Which ACD Option?" pop-up menu, the "Configuration Control -Thresholds" window appears at the bottom of the screen. This option enables you to set or change various overflow thresholds associated with each ACD queue. Select the [Remove CC Window] function key at any time to return to the real-time display.

The current settings of the Configuration Control-Thresholds window reflect the present information for the queue selected from the Queue Statistics Display. You may change the current queue selection by using the up/down arrow keys while viewing the Queue Statistics Display. By pressing the [Enter CC Window] function key, the Configuration Control-Thresholds window becomes active and you can make changes to the selected queue or position.

Figure 18-1
Configuration Control ad hoc mode queue statistics display



While the CC Window is in use, the ACD-DN field displays the name/number of the selected ACD-DN.

Modify the required fields for the selected queue, then select [Commands]. From the Commands menu, you can choose *"Exit"*, *"Remove changes"*, *"Execute changes"* or *"Clear the display"*. To return to the real-time display, select *"Exit"*, then [Remove CC Window].

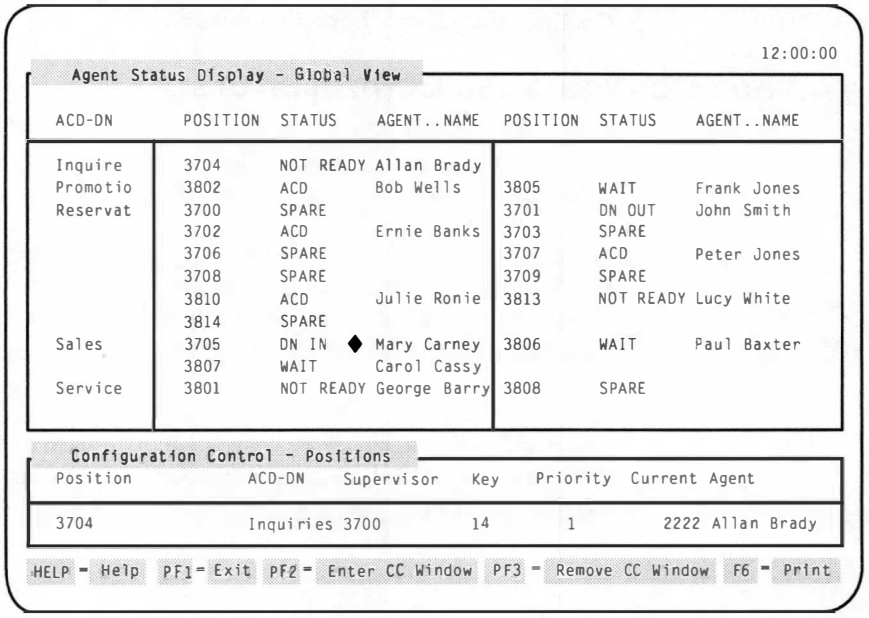
Figure 18-1 shows a Queue Statistics Display with the Configuration Control window in use at the same time.

Refer to the "Configuration Control" section for descriptions of the threshold and overflow options available.

Agent status display

Press the [Configuration Control] function key while viewing the Agent Status Display to call up the Change Position Assignments & Parameters window, shown in Figure 18-2.

Figure 18-2
Configuration Control ad hoc mode-agent status display



Your Agent Status Display screen now contains a Configuration Control window which displays the queue, supervisor and priority (if enabled) assignments for one of the positions in your display. Notice that one of the fields under the *Position* heading is highlighted, and the Configuration Control information for that position is shown in the Configuration Control window. Using the arrow keys, you can move the highlighting bar to the position you wish to view or change.

Press the [Enter CC window] function key to move the highlight bar into the Configuration Control window to edit the fields there.

Refer to the "Configuration Control" chapter for descriptions of the fields available for this option.

After you have made the changes, press the [Remove CC Window] function key to remove the Configuration Control pop-up and expand the status display to its original size.

You may also exit to the main menu at this point, or display the Configuration Control Execution Queue.

Ad hoc Configuration Control errors

Errors in Ad hoc Configuration Control are detected and handled in much the same way as described in Configuration Control. However, in ad hoc mode only one position or ACD-DN/CDN could have generated the error.

A log file is maintained to keep track of errors encountered when Configuration Control change orders are run and errors are located in previously executed Ad hoc Configuration Control commands. Refer to the "Configuration Control" chapter, "View Transaction Log" subsection.

When an error occurs, a time stamp is written to the log file, along with the object and option in which the error occurred, a short explanation of the error (if possible), and the desired and current field values. This transaction log can be printed to keep a record of errors encountered.

List Management

You may find yourself repeatedly making the same changes to your Meridian MAX configuration or creating reports involving the same ACD-DNs. For instance, every day during your peak periods you may have to reassign the same group of agents to your busiest queue and then redistribute them during lulls.

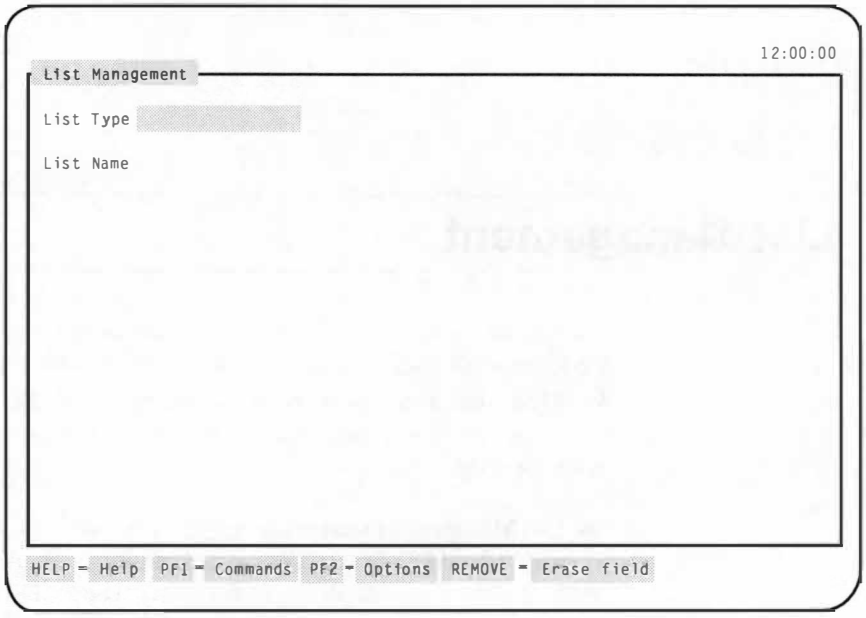
The List Management feature allows you to define lists of non-consecutive or consecutive ACD-DNs, CDNs, nodes, positions, trunks, routes, agents, DNIS, activity codes, supervisors, or queues. The ACD-DN, CDN, position, queue, and trunk lists can be used in the Configuration Control feature to view or change groups of objects collectively. All the lists (except position lists) can also be used in the report range section of the Report Parameter Definition feature. The type of list, which is available, depends on the report and the fields for the report ranges.

Up to 250 lists may be defined. This maximum represents the total for all lists across all list types. For example, 100 ACD-DN lists, 100 trunk lists and 50 position lists can be defined.

You can create, modify, print or delete lists if you are a supervisor with System Administration capabilities. Otherwise, you can only read in the lists.

This feature can be accessed by selecting the *"List Management"* option from the main menu or the *"Create or Modify Lists"* option offered in the Configuration Control sub-menu (described in the "Configuration Control" chapter). Only one supervisor can access the List Management feature at one time.

Figure 19-1
List Management—initial screen



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

- **Exit (without saving changes)**
  Returns the system to the main menu. Any changes made, but not saved, are ignored.
- **Clear the form**
  Clears all information from the screen.
- **Read an existing list definition**
  Allows an existing list to be selected for modification or review.
- **Undo changes to list definition**
  Returns a revised list definition to its original definition, providing the changes were not saved. The original list is displayed on the screen.

- **Save as a new list definition**
  Saves the information currently on display as a new list definition. The new list must have an unique list name.
- **Overwrite an existing list definition**
  Replaces the original information with any revisions. This command is used when the original list is no longer required.
- **Delete an existing list definition**
  Removes a list from the system.
- **Print this list definition**
  Prints the list definition and corresponding list elements currently on display.

PF1=Select no command
Removes the Commands pop-up from the screen.

PF2=Options
Provides a description or list of valid entries for the field.

PF2=Select no option
Removes the Options pop-up from the screen.

PF3=Edit field
Allows a field to be edited.

PF3=End editing
Indicates that no further editing is required in the field.

F6=Insert Element
Inserts an element between two existing ones. For example, the supervisor may wish to have the list of ACD-DNs in ascending numerical sequence. The new element is inserted into the space occupied by the selection bar. All subsequent elements are shifted down one spot on the list. This function key cannot be used if the list is full. The list can contain a maximum of 200 elements.

F7=Delete Element
Removes a single element from the list.

Insert Here=Insert
Inserts characters in the middle or beginning of the field. This can be toggled with the [Insert Here=Overwrite] key.

Insert Here=Overwrite

Overwrites characters in the middle or beginning of the field. This can be toggled with the [Insert Here=Insert] key.

Remove=Erase field

Removes the contents of a field.

Fields

List Type

Specifies the type of elements to be included in the list. Press [Options] to select a specific list type. The options are

- ACD-DN
- position
- trunk
- Control DN
  This is only available if the CCR option is enabled.
- queue
  This can include ACD-DN or Control DN elements.
- agent
- supervisor
- route
- DNIS
- activity
- node
  This is only available if the NACD option is enabled

List Name

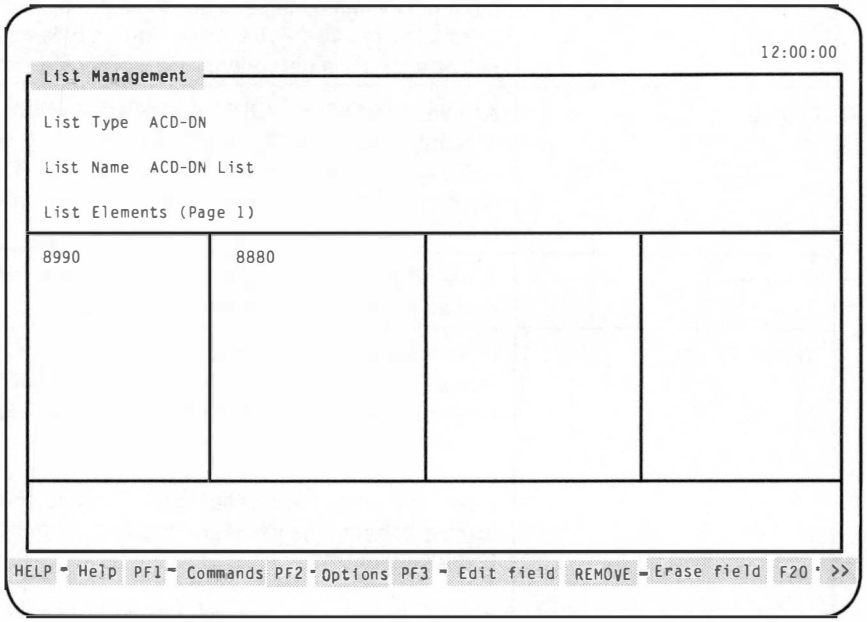
Assigns a name to the list. This name, which can be up to 16 alphanumeric characters, appears in the pop-up menus on fields where lists can be used in the Configuration Control or Report Definition features. You must be a system administrator to save a new list definition, overwrite an existing list definition, or delete an existing one.

List Elements

Specifies the elements to be included in the list. Elements are the individual items which make up the list. Each list can contain a maximum of 200 elements.

The *List Elements* field appears after an entry is made in the *List Type* field. A completed screen is shown in Figure 19-2.

Figure 19-2
List Management—list elements



Elements have their own format requirements, which can be viewed by pressing [Options]. Table 19-1 shows the format requirements for each list type.

Table 19-1
Format of list elements

List type	Format requirements
ACD-DN	Any valid ACD-DN specification whether it is a name or number. Input of DN names is case sensitive. Input of the DN numbers can be in the ###-#### format. The entry is rejected if it does not exist or if it is not recognized by Meridian MAX.
Control DN	Any valid CDN specification whether it is a name or number. Input of DN names is case sensitive. Input of the DN numbers can be in the ###-#### format. The entry is rejected if it does not exist or if it is not recognized by Meridian MAX.
Queue	Any valid ACD-DN or CDN specification whether it is a name or number. Input of DN names is case sensitive. Input of the DN numbers can be in the ###-#### format. The entry is rejected if it does not exist or if it is not recognized by Meridian MAX.
Position	A one to seven digit position ID in either numeric or cellular format. For example, ####### or ###-####.
Trunk	If the trunk list is to be used in Configuration Control, the format should be rrr-mmm, where rrr is a route number between 0 and 511, and mmm is a member number between 1 and 126. If you wish to use trunk lists in reports, you should enter a trunk number in the format mmm, where mmm is a number between 0 and 127. A trunk list can contain both formats. However, the "rrr-mmm" formats are not recognized in the Report Definition feature. The "mmm" format appears as "0-mmm" in Configuration Control. For example, a trunk entered as "123" appears as "0-123". If an element is created as "0-mmm", it appears as "mmm" when the list is retrieved in the List Management feature at a later time. However, it still appears as "0-mmm" when it is used in Configuration Control.
Agent	One to four digits.

Table 19-1
Format of list elements

List type	Format requirements
Supervisor	A one to seven digit supervisor ID in either a numeric or cellular format.
Route	A route number between 0 and 511, or enter 9999.
DNIS	One to four digits.
Activity	One to four digits.
Node	Three digit node number.

Using a list

Lists are used in the Report Parameter Definition and Configuration Control features. These lists are accessed by pressing the appropriate function key when the cursor is on the field or by entering the list name.

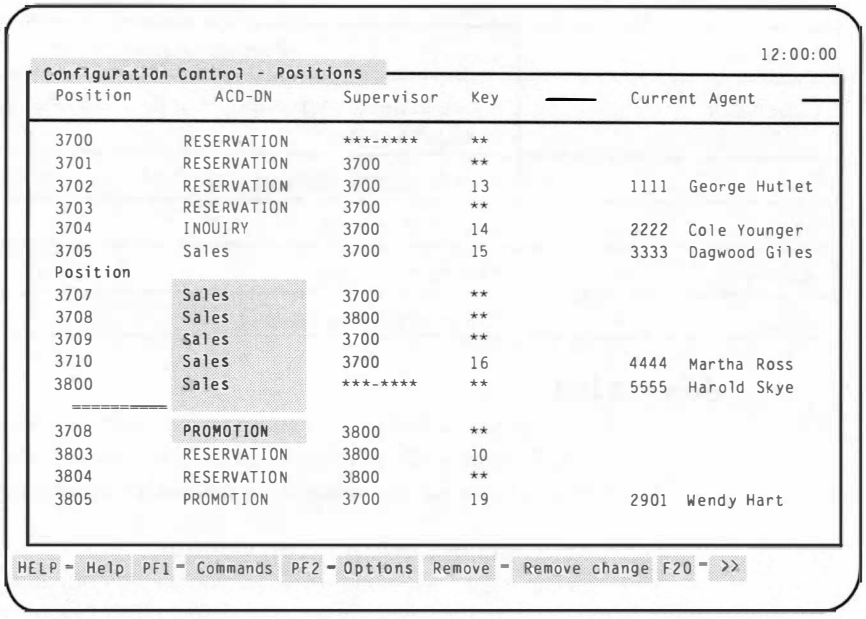
Using lists in Configuration Control

You can enter a list name wherever you would normally use an element in a Configuration Control screen. The defined list of items is displayed with their current parameters. A string of equal signs ("==========") marks the end of the list.

To make an identical parameter change to all the entries in the list, enter the new parameter value in the appropriate field next to the list name.

In Figure 19-3, the supervisor has entered the list name "Position" under *Position* and reassigned each of the agents to the ACD-DN called "Sales".

Figure 19-3
Using a list



If after entering a list name, you want to make individual changes to the members of the list, you must first unbundle the list. Move the cursor to the end-of-list marker and press [Delete entry]. The end-of-list marker disappears, as does the list name heading. You can now access each member of the list individually, as if you had entered them manually. You cannot, however, make any more global changes or regroup the members back into a list.

If after entering a list name, you wish to remove a member from the list, move the cursor to that member and press [Delete entry]. The member disappears. Deleting a member from a list causes the list to automatically unbundle, as described above. If you wish to make global changes to all but a few members of the list, make sure to define those changes to the entire list before you remove those members.

Since global changes are entered differently from those you enter individually, it is possible to define two different changes for one item. In Figure 19-3, Agent 3708 has been reassigned to "Sales" as part of the global change to "Agent list", but has also been reassigned in one of the lines following the list to "Promotion". Meridian MAX resolves this conflict by considering the later change (that is, the change farther down on the screen) as the one to apply to the configuration. This decision is usually made when the changes are executed. However, if you unbundle the agent list, the conflict is resolved immediately and displayed. This feature allows you to enter global changes to a list of items and follow those changes with individual changes you want to make.

> *Note:* If you are viewing a screen in the Configuration Control option at the same time another supervisor is creating a new list, you cannot access that new list unless you exit from the Configuration Control screen and re-enter it.

Using lists in Report Parameter Definition

The lists available in the Report Parameter Definition feature depends on the type of report and the fields in the report range.

The lists can be accessed by pressing the appropriate function key when the cursor is on the field or by entering the list name. The name of the function key changes, however, depending on which list is available in a field. For example, the function key appears as F8=ACD-DN Lists if the cursor is on the *Destination ACD-DN* field and F8=Agents Lists on the *Agent* field.

Table 19-2 shows the type of list which is available for different Report Parameter Definition fields.

Table 19-2
List types available for Report Parameter Definition fields

Report Parameter Definition fields	List Type
Destination ACD-DN	ACD-DN Lists
Control DN	CDN Lists
Source Queue	Queue Lists
Route	Route Lists

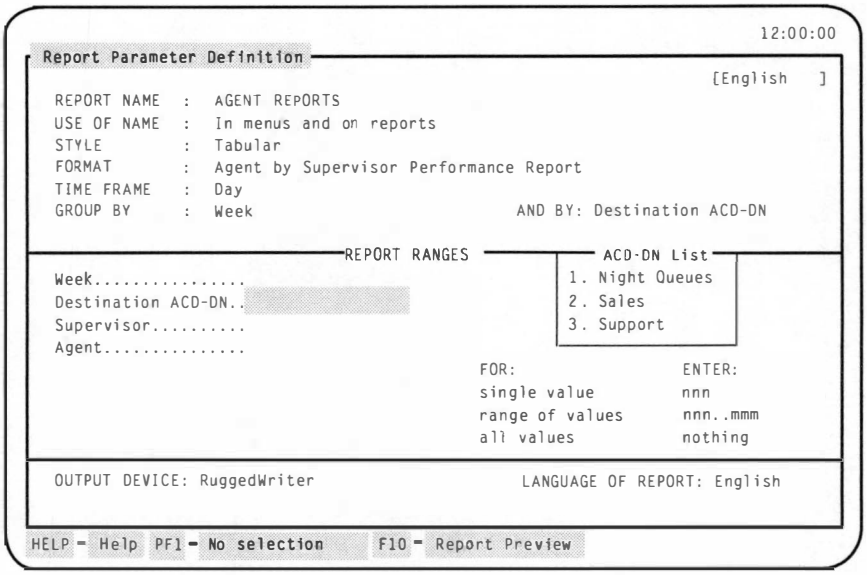
Table 19-2
List types available for Report Parameter Definition fields

Report Parameter Definition fields	List Type
Trunk	Trunk Lists
Agent	Agent Lists
DNIS	DNIS Lists
Activity Code	Activity Lists
Supervisor	Supervisors Lists
Destination Node	Node Lists
Source Node	Node Lists

When the function key is selected, the list name options pop-up menu is displayed showing the previously defined lists available for the field. Figure 19-4 shows a sample of an ACD-DN list being displayed.

The list elements associated with this list cannot be shown individually on this field. To view the individual elements, you must view the list through the List Management feature.

Figure 19-4
Report Parameter Definition – Displaying a list name pop-up menu

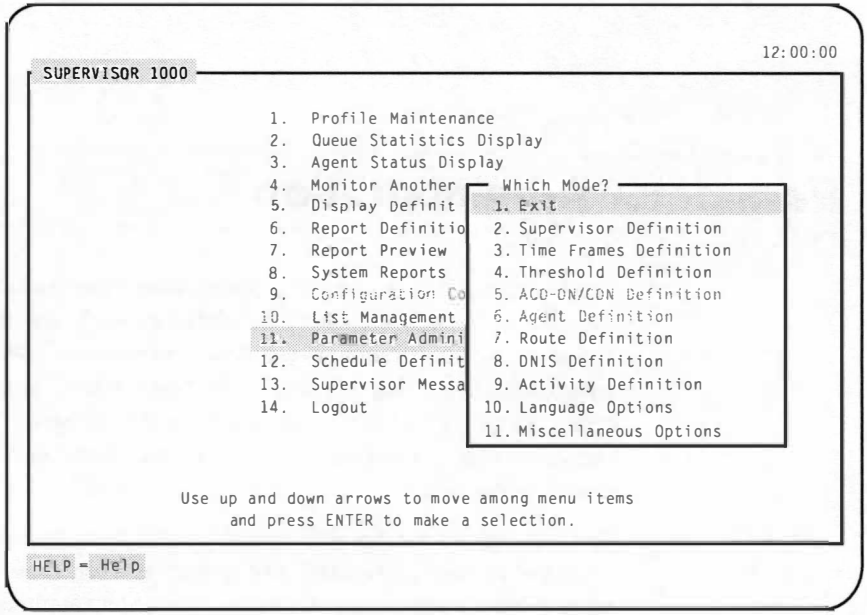


Parameter Administration

The Parameter Administration features allow supervisors to set the user-definable parameters for their Meridian MAX system. Access to Parameter Administration is restricted to supervisors with system administration privileges. These parameters include the thresholds discussed throughout this document, the names given to various data elements in reports and displays, and several other options. More than one system administrator can be defined for a system.

To access Parameter Administration, select it from the main menu. *"Parameter Administration"* only appears as a selection on a supervisor's main menu if that supervisor's profile has system administration capabilities and Parameter Administration enabled.

Figure 20-1
Parameter Administration menu



To enter parameters, make a selection from the Parameter Administration submenu, as seen in Figure 20-1. Each of these selections has its own screen.

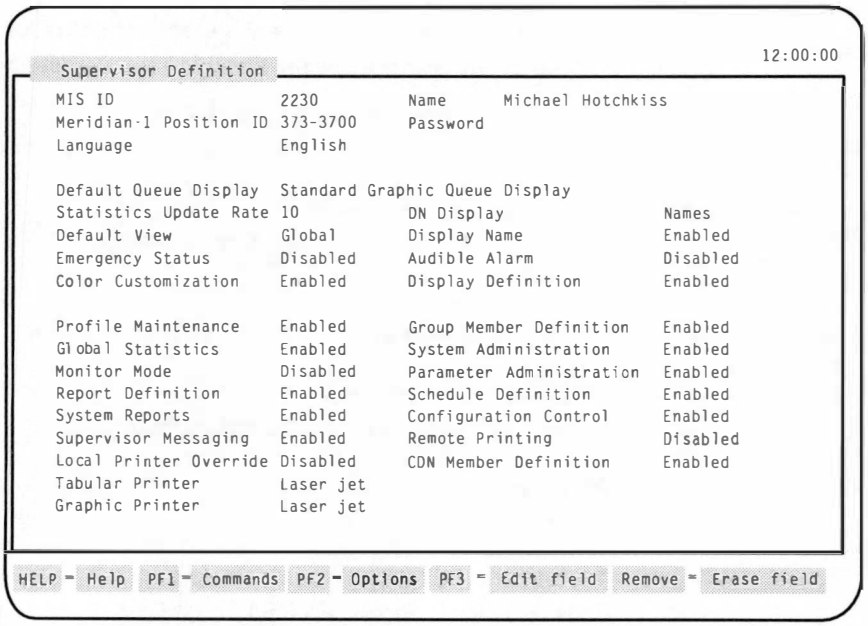
Supervisor Definition

This option allows you to view, create, modify, and delete supervisor profiles. Features you define as "Disabled" do not appear on the supervisor's menu. For the maximum number of supervisor definitions allowed for your system, refer to the "Meridian MAX system" chapter, "Meridian MAX system limits" section.

In the Supervisor Definition feature, supervisor or system administrator privileges, default login parameters, including login password, can be assigned to system users.

To define a supervisor profile, fill in the fields on the display, using the arrow keys to move from field to field. Alternatively, you can read in an existing profile, and make whatever changes are required before writing it back or saving it as a new supervisor profile. These and other commands are available by pressing the [Commands] key.

Figure 20-2
Supervisor Definition screen



Note: Not all the fields may appear as shown in Figure 6-1. Certain fields may not be offered because of system configurations and security restrictions.

Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

- **Exit (without saving changes)**
  Returns the system to the Parameter Administration submenu without saving any changes.
- **Read an existing supervisor definition**
  Retrieves an existing supervisor definition record and displays it on the screen.
- **Reset fields to default values**
  Resets any modified fields to their default values.
- **Save changes to the current supervisor definition**
  Saves any changes made to the supervisor definition record on display
- **Delete an existing supervisor definition**
  Deletes an existing supervisor definition record from the system.

PF1=Select no command

Removes the Commands pop-up from the screen.

PF2=Options

Displays a description or list of valid entries for a field.

PF2=Select no options

Removes the Options pop-up from the screen.

PF3=Edit field

Allows a field to be edited.

PF3=End editing

Ends the editing process to a field.

Remove=Erase field
Removes the contents of a field.

F6=Change colors
Allows you to enter the Color Customization screen. From there you can define the personal color settings for the screen elements. This key appears only if the *Color Customization* field is enabled.

F7=Group member definition
Allows you to display, alter, or remove the supervisors that make up the group member list. To include a new supervisor in the group member list, enter the supervisor's MSL-1 Position ID in the form ###-#### or #######. This key only appears if the *Group Member Definition* field is enabled.

F8=CDN member definition
Allows you to display, alter, or remove the CDNs that you monitor. To include a new CDN in the CDN member list, enter the CDN number. For a list of current CDNs, press {F9} while the CDN member definition form is displayed. This key displays all the current CDNs. This key only appears if the *CDN Member Definition* field is enabled.

Fields

MIS ID
The *MIS ID* field displays the supervisor's login ID. It can be any one to four digit number. The supervisor always logs onto the system using this number.

Name
The *Name* field displays the supervisor's name.

Meridian 1 Position ID
This optional position ID contains up to seven digits. The Meridian 1 Position ID determines the queues and agents for which the supervisor is responsible. A Position ID of 0 (zero) can be used to indicate agents that are not assigned to a supervisor ID.

Defining this field allows access to the Supervisor Queue Statistics Display feature and the Supervisor Agent Status Display feature.

Password

The *Password* field is the supervisor's user-specific password. If you enter a password in this field, the supervisor is prompted to enter the password at each login. Leaving the field blank bypasses the password prompt at login and displays the main menu as soon as the MIS ID is entered. Since blanks are valid characters in this field, ensure that there has been no password entered by using the [Erase Field] function key.

You can enter any alpha-numeric character string up to 16 characters long. Punctuation and mathematical symbols may be used as well.

Language

The *Language* field contains the language in which the supervisor communicates with the system. It defaults to the system default language. This field only appears on multi-lingual systems.

You can select either of the two installed languages from the language menu that appears when the [Options] function key is pressed.

Default Queue Display

The *Default Queue Display* field shows the name of the display definition to be used when the supervisor first enters the Queue Statistics Display feature after logging into the Meridian MAX system. The supervisor may select another display definition once in the Queue Statistics Display feature. Subsequent selections are used as the Queue Statistics Display screen until another selection is made or until the supervisor logs out.

The supervisor can choose a standard display definition, any publicly defined custom display definition, or any private display definitions. A pop-up list of available selections appears when the [Options] key is pressed while the cursor is in this field.

Statistics Update Rate

The *Statistics Update Rate* field determines the number of seconds between each screen update while in the Queue Statistics display mode (Supervisor or Global). The default update rate is 30 seconds.

You can select "10", "20", or "30" through the [Options] function key.

DN Display

The *DN Display* field determines whether DNs are shown by name or by number in the real-time and configuration control displays. The default is set to display by number.

You can select "Names" or "Numbers" through the [Options] function key.

Default View

The *Default View* field determines the default real-time display view used when the supervisor logs on to the Meridian MAX system. This field is either set to Global or Supervisor.

Display Name

The *Display Name* field determines whether the supervisor's name is displayed as the title of the main menu screen. The default is to display the supervisor's MIS ID.

You can select "Enabled" or "Disabled" through the [Options] function key.

Emergency Status

The *Emergency Status* field determines whether the agent's name and position ID are displayed in the status bar in the event of an agent emergency. The default is "Disabled".

You can select "Enabled" or "Disabled" through the [Options] function key.

Audible Alarm

The *Audible Alarm* determines whether the supervisor's workstation beeps during an emergency. The default is "Disabled." Emergency Status must be enabled in order to use this option. This function does not work if the supervisor's workstation is not equipped with an alarm.

You can select "Enabled" or "Disabled" through the [Options] function key.

Color Customization

The *Color Customization* field determines if the supervisor has access to the Color Customization feature. This field only appears if the Meridian Terminal Emulator is running. If enabled, the supervisor can define foreground and background colors for all screen elements. The 16 colors in the palette represent the 16 true colors available on VGA and EGA displays.

This field can be set to "Enabled" or "Disabled".

If the field is set to "Enabled", the [Change Colors] key is displayed. Press this key to enter the Color Customization screen. From there you can define your personal color settings for the screen elements.

Display Definition

The *Display Definition* field controls whether the supervisor has access to the Display Definition function. Display Definition allows the supervisor to customize the queue statistics displays. The Display Definition function only appears on the main menu if it is enabled. Your capabilities in this mode are restricted unless you are a system administrator.

Profile Maintenance

The *Profile Maintenance* field determines whether the supervisor can change his/her own profile.

Group Member Definition

The *Group Member Definition* field determines whether the supervisor is a Group Supervisor. If this field is enabled, the supervisor is allowed to define the supervisor position IDs that belong to the group. Defining one or more supervisor IDs in this field allows the specified supervisor's agent status displays and queue statistics displays to be viewed.

Global Statistics

The *Global Statistic*s field determines whether the supervisor has access to the Global View of the queue statistics displays and the agent status display.

System Administration

The *System Administration* field determines whether the supervisor has system administration privileges. Through System Administration, the supervisor is responsible for the maintenance of global definitions such as public report definitions, configuration control change orders, schedule definitions, and parameter administration.

Monitor Mode

The *Monitor Mode* field determines whether the Monitor Another Supervisor option is available to the supervisor.

Parameter Administration

The *Parameter Administration* field determines whether the Parameter Administration option is available to the supervisor.

Report Definition

The *Report Definition* field determines whether the Report Definition option is available to the supervisor.

Schedule Definition

The *Schedule Definition* field determines whether the Schedule Definition option is available to the supervisor.

System Reports

The *System Reports* field determines whether the System Reports option is available to the supervisor.

Configuration Control

The *Configuration Control* field determines whether the Configuration Control option is available to the supervisor. This field only appears if Configuration Control is enabled.

Supervisor Messaging

The *Supervisor Messaging* field indicates whether the supervisor has access to the Supervisor Messaging feature. This field only appears if the supervisor's system has NAC.

This field can be set to "Enabled" or "Disabled".

Remote Printing

The *Remote Printing* field indicates whether the supervisor has access to the Remote Printing feature. This field only appears if the supervisor's system has NAC.

This field can be set to "Enabled" or "Disabled".

Local Printer Override

The *Local Printer Override* field allows reports to be sent to a defined local printer, rather than to the default printer. The supervisor can move to another PC-based workstation with a local printer attached to it. The reports the supervisor prints to the default printer are printed at the local printer.

This feature can only be used if the PC is running the Meridian Terminal Emulator.

This field can be set to "Enabled" or "Disabled".

CDN Member Definition

The supervisor's system must have the CCR/EAR MIS option enabled before this field appears. If this field is enabled, the [CDN member definition] key allows the supervisor to define the CDNs that appear when accessing the CDN Statistics Display from the Queue Statistics Display—Supervisor View.

Tabular Printer and Graphic Printer

The *Tabular Printer* field defines the printer to which tabular reports are directed. The *Graphic Printer* field defines the printer to which graphic reports are directed. These printers are only used if the *Output Device* field for ad hoc reports is set to "Default". This setting is defined in Report Definition. System reports are also sent to this printer.

If no printer has been assigned, the report goes to the system default printer.

You can select a printer from the choices available through the [Options] function key. This field defaults to a blank entry unless a printer is specified.

> ***Note:*** Data Stream output devices cannot be used as default tabular or graphic printers.

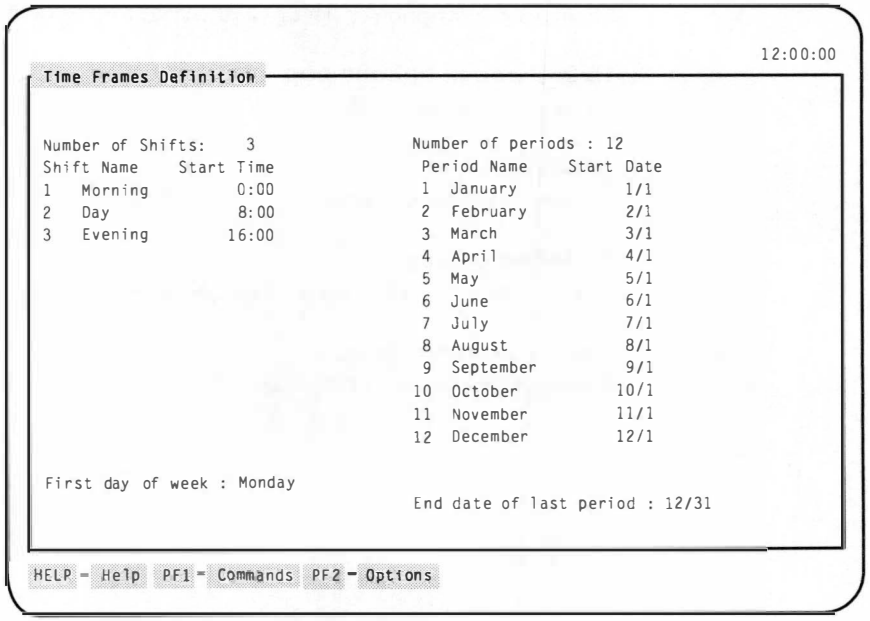
Time Frames Definition

The Time Frames definition option, shown in Figure 20-3, defines or changes the time frames used on reports. These time frames are shifts, weeks, and periods.

Shift definition defines or changes the shifts used to divide up statistics on Management Reports. Period definition enables you to establish or change the time range used in reports printed by period. Shift data is also based on interval data and period data is based on daily data.

After the Meridian MAX is installed, predefined English entries automatically appear in the *Shift Name* and *Period Name* fields (for example, "Morning" and "January"). These entries can be changed after installation to reflect your business needs.

Figure 20-3
Time Frames Definition screen



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

- **Exit (without saving changes)**
  Returns the system to the Parameter Administration submenu without saving any changes.
- **Save and exit**
  Saves the changes and returns the system to the Parameter Administration submenu.

PF1=Select no command

Removes the Commands pop-up from the screen.

PF2=Options

Displays a description or list of valid entries for the field.

PF2=Remove options pop-up

Removes the Options pop-up from the screen.

PF3=Edit field

Allows a field to be edited.

PF3=End editing

Indicates that no further editing is required to the field.

Remove=Erase field

Removes the contents of a field.

Fields

Number of Shifts

Meridian MAX allows up to five defined shifts. If your operation has more than five shifts or requires overlapping shifts, define the time frames as intervals rather than shifts using Report Parameter definition. Your reports print out according to these intervals.

If you change the *Number of Shifts* field, the system adds a new shift number to the list of shifts and prompts you for a *Shift Name* and a *Shift Start Time*. You may add or edit shift names and start times whenever required.

> ***Note:*** The start time for Shift Number 1 is predefined as 0:00 and cannot be changed; you may, however, change Shift Name. The ending time for the last shift definition is 23:59:59.

First Day of Week

This field allows you to define the first day of your company's week for weekly reporting purposes.

Shift Name

This field displays the name of the shift, such as "Day" or "Night".

Start Time

This field describes the time of day the shift starts (using a 24-hour clock), given in the form hh:mm, where "mm" must be either 00 or 30. Note that you cannot enter the start time field for the first shift as it is fixed by the system to start at midnight.

WARNING

Be careful not to lose previous data

The First Day of Week field should be set in precutover mode before your system is in operation. If you change this day, all data previously collected by week is lost. If it is necessary to change the first day of the week, print out all reports up to that date, ending at midnight of the last day.

Number of Periods

You can establish personal time periods. Up to 13 periods can be specified in the *Number of Periods* field for any one year, between January 1 and December 31. The periods can be as long as you want, but Meridian MAX can only retain data for as many days as are defined in your capacity configuration. Refer to the *Meridian MAX 6 Installation Guide* (NTP 553-4001-111), "System capacities" chapter for more information. In the examples, a series of periods have been defined which correspond to quarters of the year.

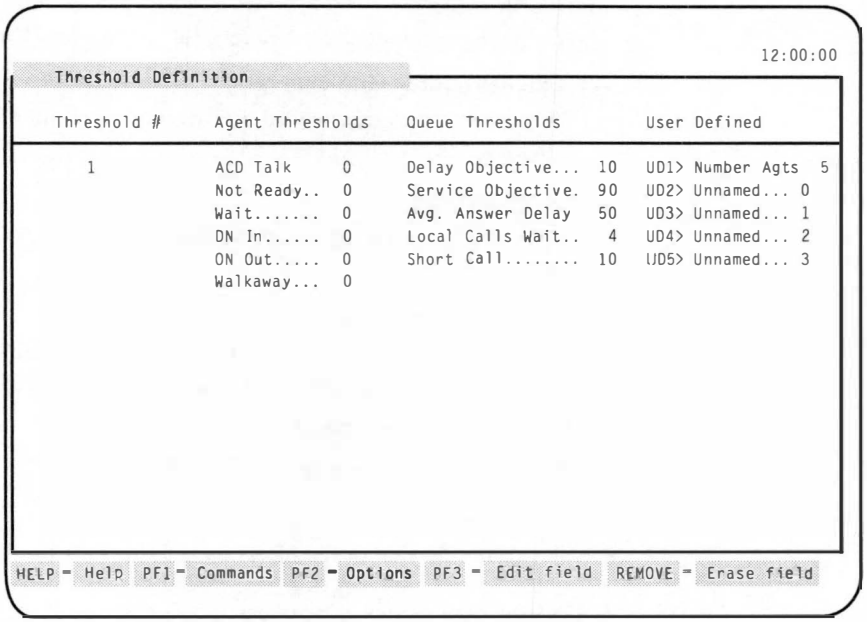
To define a new period, edit an existing period or add a new one. The system inserts a new period number and prompts you for a *Period Name* and a *Period Start Date*. Dates should be entered in mm/dd format.

In *End date of last period*, the end date of the last period you have defined must be entered. The end dates of the remaining periods are automatically defined as the day before the start date for the periods that follow.

Threshold Definition

The system administrator specifies sets of threshold values that are then assigned to individual ACD-DN and CDN queues. Threshold definition, Figure 20-4, is used to set company operating objectives. When these thresholds are reached or exceeded, the statistics are highlighted on the Supervisor Displays.

Figure 20-4
Threshold Definition screen



Note: Threshold values requesting time entries should be entered in seconds from 0 to 9999.

To add a new threshold, move the selection bar to the threshold number line and enter the new threshold number. The system inserts this new definition in the correct location. Next, fill in the various threshold fields.

When setting thresholds, consider the factors affecting an agent's ability to handle incoming calls, such as the type of call or the time required to deal adequately with customers and paperwork.

The threshold information you enter is effective at midnight, or immediately upon rebooting the system. For the maximum number of thresholds allowed for your system, refer to the "Meridian MAX system" chapter, "Meridian MAX 6 system limits" section.

Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

- **Exit (without saving changes)**
  Returns to the Parameter Administration submenu without saving any changes.
- **Save and exit**
  Saves the changes and returns to the Parameter Administration submenu.
- **Define threshold names**
  Displays a sub-screen to assign names to the user-defined thresholds on this screen. Refer to the "User Defined fields" section in this chapter.

PF1=Select no command

Removes the Commands pop-up from the screen.

PF2=Options

Displays a description or list of valid entries for the field.

PF2=Remove options pop-up

Removes the Options pop-up from the screen.

PF3=Edit field

Allows the field to be edited.

PF3=End editing

Indicates that no further editing is required to the field.

Remove=Erase field

Removes the contents of a field.

Remove=Delete record

Deletes a record.

General fields

Threshold Number

This number labels the list of threshold values. It is entered in the ACD-DN/CDN definition screen to assign a specific set of thresholds to a queue.

Agent Threshold fields

The following statistics indicate alarm conditions in the agent status displays:

ACD Talk

The maximum time an agent should spend on an ACD call. This field does not apply to CDN queues. The default value is 30 seconds.

Not Ready

The maximum time an agent should spend in the Not Ready state. This field does not apply to CDN queues. The default value is 30 seconds.

Wait

The maximum time an agent should spend waiting for an ACD call. This field does not apply to CDN queues. The default value is 30 seconds.

DN In

The maximum time an agent should spend on an incoming DN call. This field does not apply to CDN queues. The default value is 30 seconds.

DN Out

The maximum time an agent should spend on an outgoing DN call. This field does not apply to CDN queues. The default value is 30 seconds.

Walkaway

The maximum time an agent should spend in walkaway status. This field does not apply to CDN queues. The default value is 30 seconds.

Queue Threshold fields

The following statistics indicate alarm conditions in the queue statistics displays:

Delay Objective

The desired time within which all calls should be answered. This field applies to CDN queues. The default value is 30 seconds.

Service Objective

The lowest value the delay level % should reach. This field also applies to CDN queues. The default value is 80%.

Avg Answer Delay

The average time a caller should have to wait to be answered. This field also applies to CDN queues. The default value is 30 seconds.

Short Call

Any call answered by an agent which lasts less than this time is considered to be a short call. This field does not apply to CDN queues. The default value is 30 seconds.

Local Calls Wait

The maximum number of local calls that can wait to be answered by an agent. This field applies to CDN queues. The default value is 6.

Network Calls Wait

The maximum number of network calls that can wait to be answered by an agent. The default value is 6.

User Defined fields

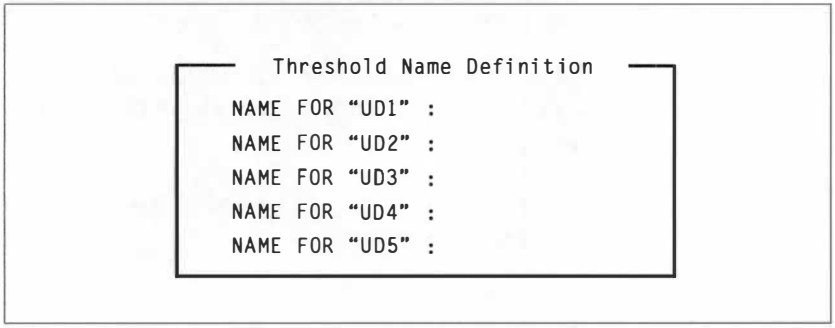
UD1, UD2, UD3, UD4, UD5

User defined (UD) thresholds are those created by the supervisor. Five user defined thresholds can be set. These thresholds are used in the customization of real-time tabular queue statistics. For example, one of the user-defined thresholds could be used for TOF (Time Overflow) In Calls since a threshold for this formula does not exist.

Changes in the thresholds take effect at midnight. For more information on thresholds, refer to the "Display Definition" chapter, "Setting thresholds" section.

To create a user defined threshold, choose the *"Define threshold names"* selection from the Commands menu. The Threshold Name Definition pop-up window appears, see Figure 20-5. Enter a name (maximum 10 characters) for each of the definitions.

Figure 20-5
Threshold Name Definition pop-up window



With the cursor on a name field, the name may be changed in three ways:

- type the new name, and press Enter.
- press [Edit field] to edit the name.
- press [Erase field] to erase the name.

Fill in or change the names as desired, then press [Exit] to return to the main Threshold Definition screen. Changes to the names are only saved if the *"Save and exit"* command is used in the main screen.

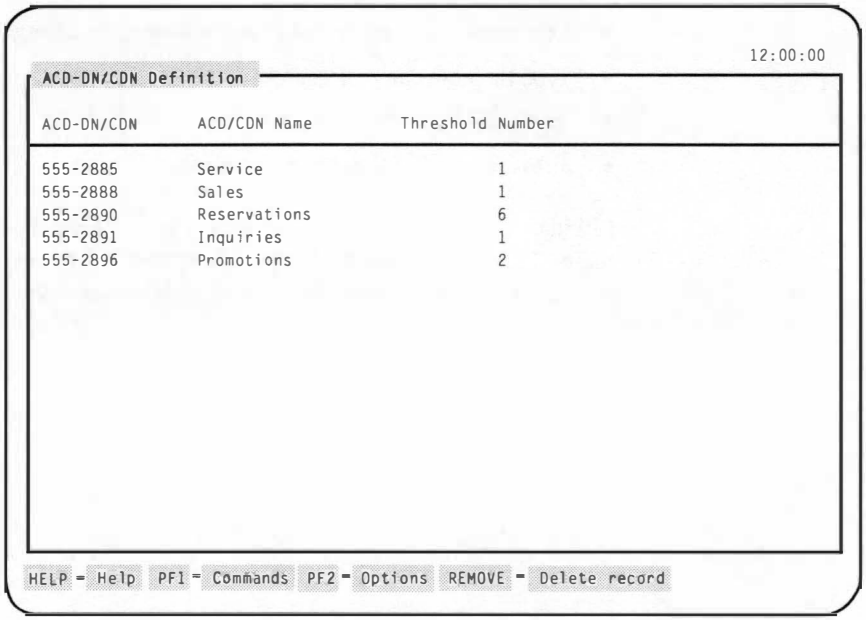
ACD-DN/CDN Definition

If your system does not have the Meridian MAX option CCR/EAR MIS, then disregard any references to the CDN (Control DN) in this subsection.

ACD-DN/CDN definition, Figure 20-6, enables you to assign a name and a set of thresholds to each ACD-DN or CDN. The threshold set is defined in Threshold definition.

Refer to the "Meridian MAX system" chapter for the ACD-DN definition limits for your system.

Figure 20-6
ACD-DN/CDN Definition screen



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

- **Exit (without saving changes)**
  Returns the system to the Parameter Administration submenu without saving any changes.
- **Save and exit**
  Saves the changes and returns the system to the Parameter Administration submenu.

PF1=Select no command

Removes the Commands pop-up from the screen.

PF2=Options

Displays a description or list of valid entries for the field.

PF2=Remove options pop-up

Removes the Options pop-up from the screen.

PF3=Edit field

Allows a field to be edited.

PF3=End editing

Indicates that no further editing is required to the field.

Remove=Erase field

Removes the contents of a field.

Remove=Delete record

Deletes a record.

Fields

ACD-DN/CDN

To add a new ACD-DN/CDN definition, place the cursor under the ACD-DN/CDN heading and enter the new ACD-DN/CDN number. A new record is created and placed in sequential order. The cursor moves to the new record to facilitate data entry.

To delete an ACD-DN/CDN press the [Delete record] function key while the cursor is in the ACD-DN/CDN field.

ACD-DN/CDN Name

Enter the ACD-DN/CDN Name. This name can be a maximum of 16 characters long, including spaces and special characters. In printed reports, this name field is truncated to eight characters.

Threshold Number

Enter a valid Threshold Number. This field is an optional field and may be left blank. If so, the default thresholds are used for this ACD-DN/CDN.

After you have saved and exited, the information you entered is effective immediately for name changes, and after midnight for threshold changes.

Agent Definition

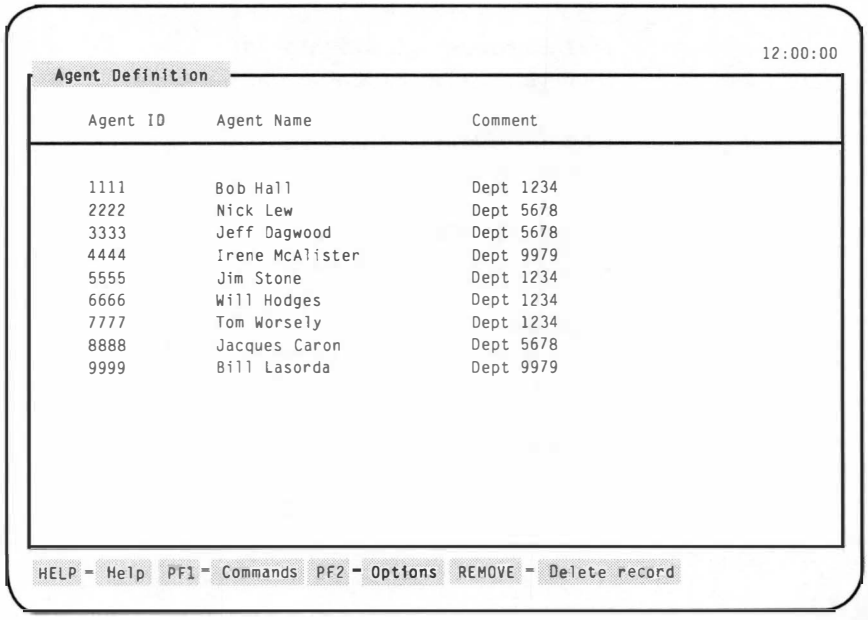
Agent Definition, shown in Figure 20-7, is used to create and maintain an agent database. The agent database is a list of agents, their agent identification and other relevant information.

If "**** nnnn" appears on one of your agent status displays (where nnnn is a four-digit agent or position ID) then that agent ID was not defined through this feature.

To add an agent record, place the cursor under the *Agent ID* heading and enter the new ID. The system inserts the new number in the correct sequence.

The agent information you enter is effective immediately for reports. For displays, it is effective immediately or when the agent logs in.

Figure 20-7
Agent Definition screen



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

- **Exit (without saving changes)**
  Returns the system to the Parameter Administration submenu without saving any changes.
- **Save and exit**
  Saves the changes and returns the system to the Parameter Administration submenu.

PF1=Select no command

Removes the Commands pop-up from the screen.

PF2=Options

Displays a description or list of valid entries for the field.

PF2=Remove options pop-up

Removes the Options pop-up from the screen.

PF3=Edit field

Allows a field to be edited.

PF3=End editing

Indicates that no further editing is required to the field.

Remove=Erase field

Removes the contents of a field.

Remove=Delete record

Deletes a record.

Fields

Agent ID

Type the Agent ID number (four digits maximum). The system creates a new agent record or moves to an existing one.

If your system uses position IDs rather than agent IDs, you can assign a name to a position by entering the last four digits of the position ID in the Agent ID field, and a name for the position in the *Agent Name* field. Assigning a name to a position is useful in operations where certain positions are dedicated to performing specific tasks, or where only one person is ever assigned to that position.

Agent Name

Type the agent's name or other identifier. This name is the identifier shown on the Agent Status Display and on any subsequent reports. The agent name can have a maximum length of 16 characters, however, only 14 characters are displayed on displays and reports.

Comment

Type up to 20 characters of commentary. In the example, the system administrator is using the agent definition screen to keep track of agents' department numbers.

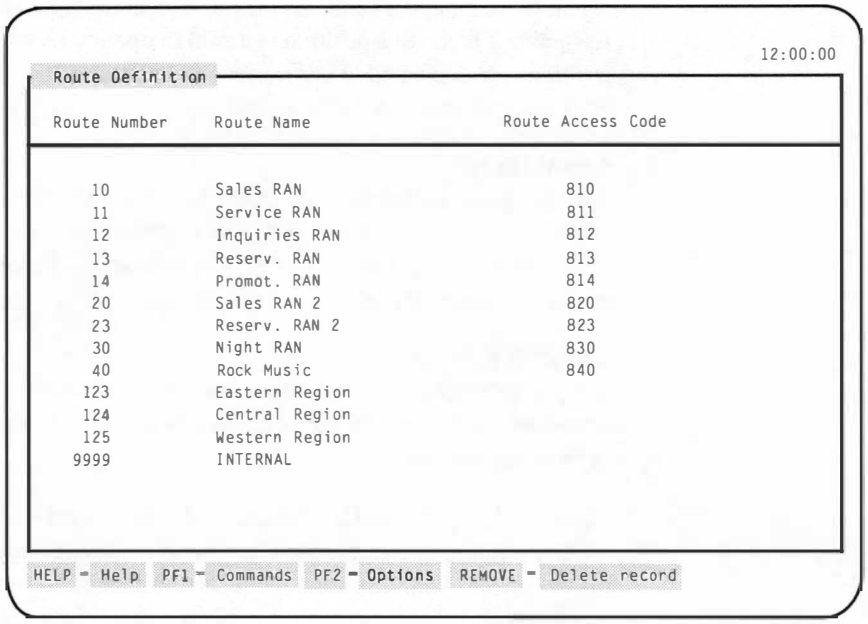
Fill in or change the fields as desired. The "*Save and Exit*" option listed under the [Commands] function key saves the changes and returns you to the Parameter Administration menu. Name changes take effect immediately on all scheduled reports, but not until the agent's next login on the real-time displays.

Refer to the "Meridian MAX system" chapter for the number of agent definitions allowed for your system.

Route Definition

Route Definition, Figure 20-8, enables you to assign a name to each route number in the system and to define the route access code which corresponds to each route.

Figure 20-8
Route Definition screen



To enter a new route number, place the cursor under the Route number heading and enter the new route number. A new record is created and placed in sequential order. The cursor moves to the new record to facilitate data entry.

To delete a route definition press the [Delete record] function key while the cursor is in the route number field. However, the internal route definition (Route number 9999) cannot be deleted.

Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

- **Exit (without saving changes)**
  Returns the system to the Parameter Administration submenu without saving any changes.
- **Save and exit**
  Saves the changes and returns the system to the Parameter Administration submenu.

PF1=Select no command

Removes the Commands pop-up from the screen.

PF2=Options

Displays a description or list of valid entries for the field.

PF2=Remove options pop-up

Removes the Options pop-up from the screen.

PF3=Edit field

Allows a field to be edited.

PF3=End editing

Indicates that no further editing is required to the field.

Remove=Erase field

Removes the contents of a field.

Remove=Delete record

Deletes a record.

Fields

Route Number

This number (in the range 0 to 511) is for the route you wish to define. Route number 9999 is also allowed, and corresponds to the internal route. If a route number is entered for which a record already exists, the cursor moves to the *Route Name* field of that record. If a new route number is entered, the new record is created and placed in sequential order. The cursor then moves into the new record to facilitate the entry of data for the new route.

Press the [Delete record] function key in the *Route Number* field to delete the record. To retrieve a mistakenly deleted record, simply enter the route number that was deleted. However, the internal route definition (Route number 9999) cannot be deleted.

Route Name

Enter the route mame. The name may be up to 16 characters in length and may include blanks or special characters.

Route Access Code

Enter the route access code. This code, a one to four digit-number, is required by the Configuration Control feature to identify routes to the Meridian 1. If you are not using Configuration Control on this trunk route, this field can be left blank. If entered, it must match the route access code as defined in the Meridian 1.

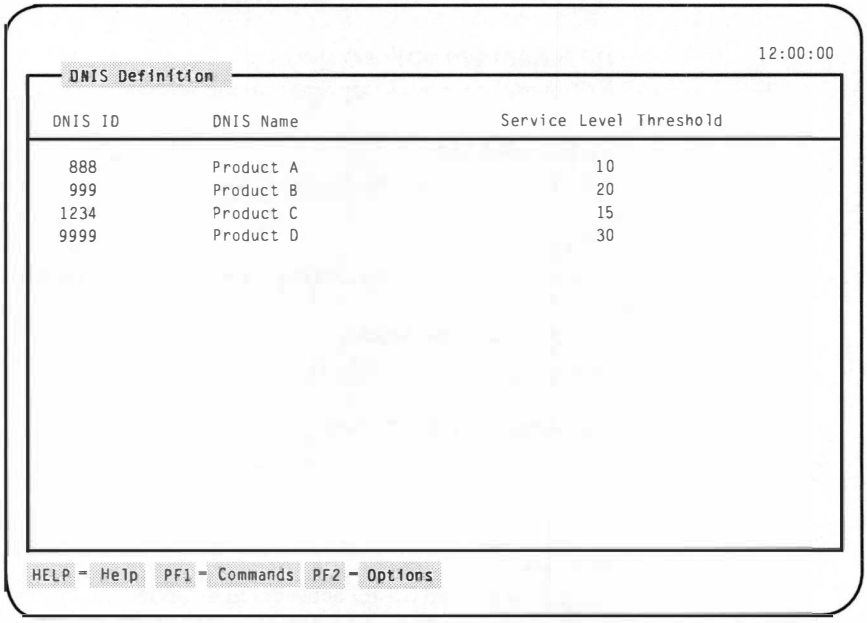
Refer to the "Meridian MAX system" chapter for the number of defined routes allowed for your system.

The "*Save and Exit*" option, listed under the [Commands] function key saves the changes and returns you to the Parameter Administration Menu. Changes made in Route definition take effect immediately.

DNIS Definition

DNIS (Dialed Number Identification Service) Definition, Figure 20-9, enables you to assign a name and a service level threshold to each DNIS number. Your Meridian 1 system may not have DNIS capabilities.

Figure 20-9
DNIS Definition screen



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

- **Exit (without saving changes)**
  Returns the system to the Parameter Administration submenu without saving any changes.

- **Save and exit**
  Saves the changes and returns the system to the Parameter Administration submenu.

PF1=Select no command
Removes the Commands pop-up from the screen.

PF2=Options
Displays a description or list of valid entries for the field.

PF2=Remove options pop-up
Removes the Options pop-up from the screen.

PF3=Edit field
Allows a field to be edited.

PF3=End editing
Indicates that no further editing is required to the field.

Remove=Erase field
Removes the contents of a field.

Remove=Delete record
Deletes a record.

Fields

DNIS ID

To enter a new DNIS ID enter the new DNIS number under the DNIS ID heading. The valid range for this field is 0 to 9999. A new record is created and placed in sequential order. The cursor moves to the new record to facilitate data entry.

To delete a DNIS definition press the [Delete record] function key while the cursor is in the *DNIS ID* field. Deleted records may be re-entered with the above procedure.

> ***Note:*** Where the system places new entries in sequential order, typing a number that already exists places the cursor in the name field for that record.

DNIS Name

Enter the DNIS name (maximum 16 characters). This name is associated with the DNIS ID.

Service Level Threshold

A service level threshold should be defined for each DNIS number. This threshold enables the supervisor to evaluate the service level of each DNIS number.

The service level threshold field is the desired time, in seconds, within which all calls should be answered. Calls that experience an answering or abandoning delay less than the defined threshold value increase the service level (the percentage of calls answered or abandoned before the service level threshold). Calls that experience an answering or abandoning delay greater than the defined threshold value decrease the service level.

Refer to the "Meridian MAX system" chapter for the maximum number of DNIS numbers you can define on your system.

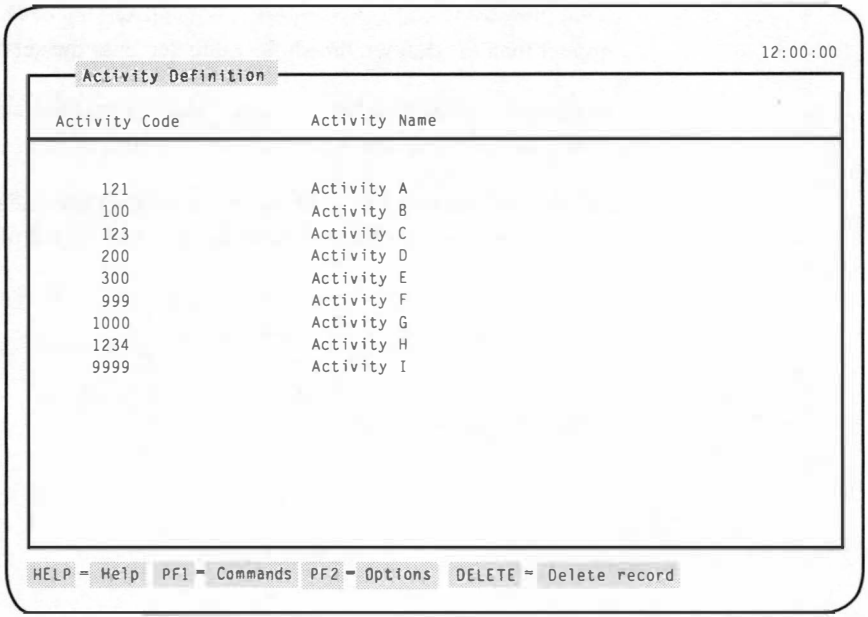
All changes made in DNIS definition take effect immediately upon saving your changes, except for threshold changes which take place at midnight.

Activity Definition

Activity codes, entered by agents on the keypads of the ACD telephone sets, allow time to be tabulated against specific activities. The *ACD Agent's Telephone User Guide* (P0689747) describes how your telephone agents enter these codes.

Activity definition, Figure 20-10, is an optional feature that allows you to define the activity codes recognized by the Meridian MAX system, as well as a name associated with each. You can define up to 1000 activity codes. All changes to Activity definition take effect immediately.

Figure 20-10
Activity Definition screen



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

- **Exit (without saving changes)**
  Returns the system to the Parameter Administration submenu without saving any changes.
- **Save and exit**
  Saves the changes and returns the system to the Parameter Administration submenu.

PF1=Select no command

Removes the Commands pop-up from the screen.

PF2=Options

Displays a description or list of valid entries for the field.

PF2=Remove options pop-up

Removes the Options pop-up from the screen.

PF3=Edit field

Allows a field to be edited.

PF3=End editing

Indicates that no further editing is required to the field.

Remove=Erase field

Removes the contents of a field.

Delete=Delete record

Deletes a record.

Fields

Activity Code

Enter a unique one to four digit number to identify the new activity code. The range is from 0 to 9999.

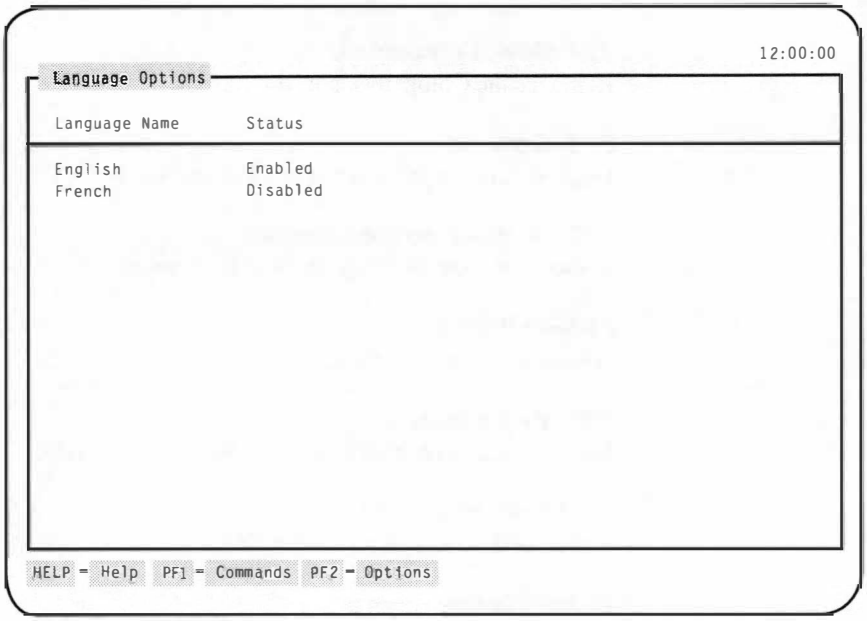
Activity Name

Enter the Activity Name. The descriptive name for the activity code can be a maximum length of 16 characters.

Language Options

Language Options screen, Figure 20-11, allows you to enable and disable the languages available on the Meridian MAX system. When a language is disabled, all the features specifically related to that language, such as bilingual report headings, are disabled.

Figure 20-11
Language Options screen



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

- **Exit (without saving changes)**
  Returns the system to the Parameter Administration submenu without saving any changes.

- **Save and exit**
  Saves the changes and returns the system to the Parameter Administration submenu.

PF1=Select no command

Removes the Commands pop-up from the screen.

PF2=Options

Displays a description or list of valid entries for the field.

PF2=Remove options pop-up

Removes the Options pop-up from the screen.

Fields

Language Name

The name of each language available on the system. The data is provided by the system and cannot be changed from this screen. The default language is defined in the Miscellaneous Options screen.

Status

To change the status of a language, move the selection bar to the Status field of the language you want to change and choose "*Enable*" or "*Disable*" from the Options menu. Save your changes before exiting.

The supervisor can enable or disable languages for the system in this screen. If the [Options] key is pressed while in the *Language Name* field, a Language pop-up menu appears displaying the installed languages.

Miscellaneous Options

The Miscellaneous Options feature (refer to Figure 20-12 if your system does not have NACD, and Figure 20-13 if your system does have NACD) contains several system parameters not included in the other Parameter Administration features.

Figure 20-12
Miscellaneous Options screen—without NACD on system

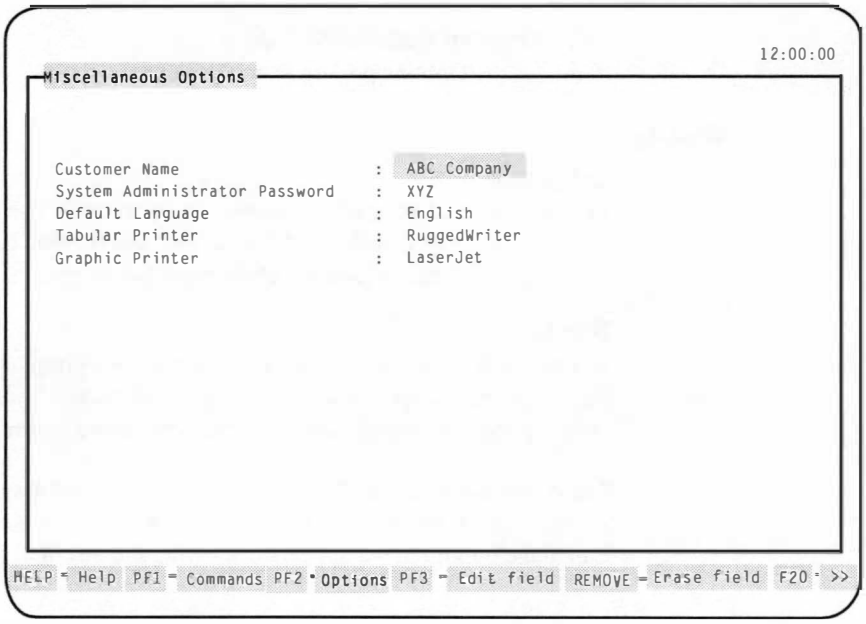
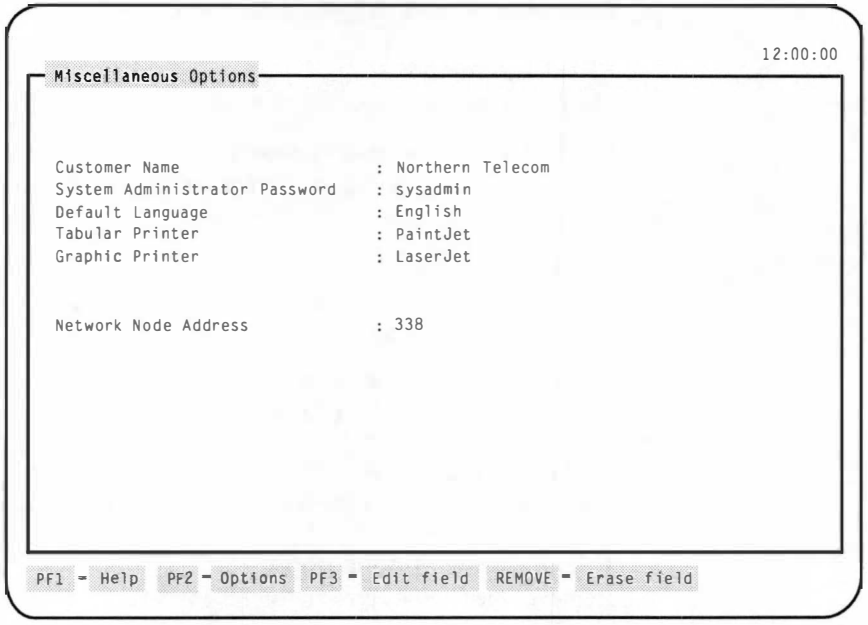


Figure 20-13
Miscellaneous Options screen—with NACD



In the Miscellaneous Options screen, you can define the Meridian MAX customer name (the name that appears in report headings). You can redefine the system administrator's password, set the system's default language, and set the system default tabular and graphic printers. These printers are the default destinations of the tabular and graphic reports and for scheduled reports when the default display is the output device.

To change Customer Name or System Administrator's Password, edit the appropriate field. If the NACD option is enabled, one extra field appears, *Network Node Address.*

To change any one of the other fields, move the selection bar to the appropriate field and press [Options] to see the available selections.

Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

- **Exit (without saving changes)**
  Returns the system to the Parameter Administration submenu without saving any changes.
- **Save and exit**
  Saves the changes and returns the system to the Parameter Administration submenu.

PF1=Select no command

Removes the Commands pop-up from the screen.

PF2=Options

Displays a description or list of valid entries for the field.

PF2=Remove options pop-up

Removes the Options pop-up from the screen.

PF3=Edit field

Allows a field to be edited.

PF3=End editing

Indicates that no further editing is required to the field.

Remove=Erase field

Removes the contents of a field.

Fields

Customer Name

This field indicates the name of the customer using the system. This name can have a maximum length of 16 characters.

System Administrator Password

This field displays the system password that the system administrator defined. This password can have a maximum length of 16 characters.

Default Language

This field indicate the system's defined default language.

Tabular Printer

This field indicates which printer is defined as the printer to which tabular reports are sent.

Graphic Printer

This field indicates which printer is defined as the printer to which graphic reports are sent.

Network Node Address

This field only appears if your system has NACD. This field indicates the home location code for the Meridian 1 on the network. This address is used in reports showing network call traffic.

Parameter Administration worksheets

Sample worksheets for Parameter Administration functions are included here. Use these sheets as a master set and photocopy them for continued use.

ACD-DN definition worksheet

The data contained in this worksheet is entered from the Supervisor terminal using the *"ACD-DN Definition"* screen in Parameter Administration. ACD-DN definition allows you to assign a name and a set of thresholds to each ACD-DN.

ACD-DN	ACD name	Threshold number

ACD-DN/CDN definition worksheet

The data contained in this worksheet is entered from the Supervisor terminal using the *"ACD-DN/CDN Definition"* screen in Parameter Administration. ACD-DN/CDN definition allows you to assign a name and a set of thresholds to each ACD-DN/CDN.

ACD-DN/CDN	ACD/CDN name	Threshold number

Activity definition worksheet

The data contained in this worksheet is entered from the Supervisor terminal using the *"Activity Definition"* screen in Parameter Administration. *Activity code* is the number for agents to key in when conducting certain types of business on ACD calls. *Activity name* is the name of the activity as you wish it to appear on reports.

Activity Code	Activity name

Agent definition worksheet

The data contained in this worksheet is entered from the Supervisor terminal using the *"Agent Definition"* screen in Parameter Administration. *Agent ID* is the one to four-digit number with which an agent logs into his or her telephone set. *Agent Name* consists of up to 16 alphanumeric characters. *Comment* is used for any notation up to 20 alphanumeric characters in length including spaces.

Agent ID	Agent name	Comment

DNIS definition worksheet

The data contained in this worksheet is entered from the Supervisor terminal using the *"DNIS Definition"* screen in Parameter Administration. *DNIS ID* is the Dialed Number Identification Service number recognized by Meridian MAX for reporting purposes. DNIS definition enables you to assign a name and a service level threshold to each DNIS number. *Service level threshold* is the desired time, in seconds, in which all calls should be answered.

DNIS ID	DNIS name	Service level threshold

Miscellaneous options worksheet

The data contained in this worksheet is entered from the Supervisor terminal using the *"Miscellaneous Definition"* screen in Parameter Administration. *Customer name* is the name that appears in report headings. The system administrator password may be redefined. The system's default language, default tabular and graphic printers can also be reset. These printers are the default destinations of all tabular and graphic reports, as well as system reports.

Customer Name	System Admin. password	Default Language	Tabular printer	Graphic printer

Network Node Address

Route definition worksheet

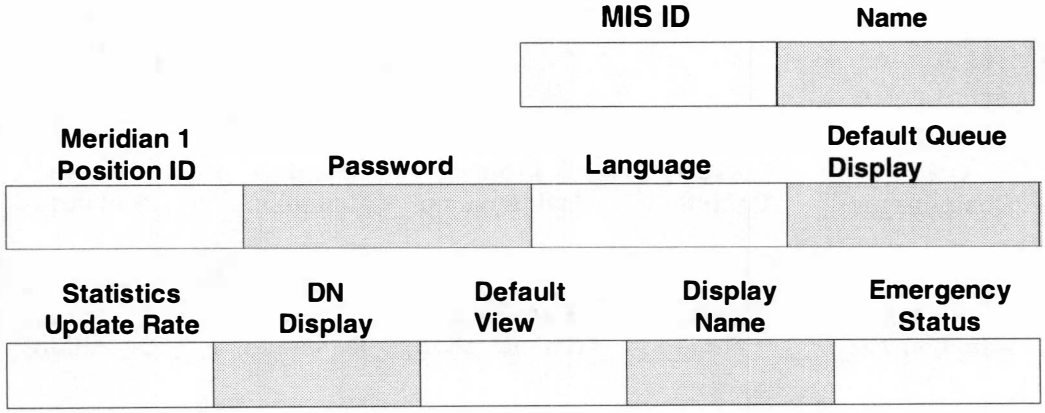
The data contained in this worksheet is entered from the Supervisor terminal using the *"Route Definition"* screen in Parameter Administration. Route definition allows you to assign a name to each route number on the system, and to define the route access code which corresponds to each route. *Route number* is the Meridian1 route assignment for a group of trunks. *Route name* may consist of up to 16 alphanumeric characters. *Access code* is required by the Configuration Control feature to identify routes to the Meridian 1.

Route number	Route name	Access code

Supervisor definition worksheet (Part one)

The data contained in this worksheet is entered from the Supervisor terminal using the *"Supervisor Definition"* screen in Parameter Administration.

- *MIS ID* contains the supervisor's ID number and can be from one to four digits long.
- Name contains the name of the supervisor.
- *Meridian 1 Position ID* is an optional position ID for supervisor telephone sets and contains up to seven digits.
- *Password* is optional.
- *Language* contains the language in which you communicate with the system.
- *Default Queue Display* shows the name of the display definition to be used when the supervisor first enters the queue statistics display mode.
- *Statistics Update Rate* determines the number of seconds (10, 20, or 30) between each screen update while viewing the Queue Statistics Position Counts display.
- *DN display* determines whether DNs print by name or number in the real-time and Configuration Control displays.
- *Default View* indicates the default view setting (global or supervisor) for displays.
- *Display Name* displays the supervisor's name as the title of the main menu screen.
- *Emergency status* determines whether the agent's name and position ID are displayed in the event of an emergency.



Supervisor definition worksheet (Part two)

The data contained in this worksheet is entered from the Supervisor terminal using the *"Supervisor Definition"* screen in Parameter Administration.

- *Audible Alarm* determines whether the supervisor's terminal beeps during an emergency.
- *Color Customization* determines whether a supervisor can customize screen element colors.
- *Display Definition* determines whether a supervisor can customize real-time displays.
- *Profile Maintenance* determines whether a supervisor may change his or her profile.
- *Group Member Definition* determines whether the supervisor is a Group Supervisor.
- Global Statistics determines whether a supervisor has access to global statistics display screens.
- *System Administration* determines whether the supervisor has system administrator privileges.
- *Monitor Mode* determines whether the Monitor Another Supervisor option is available to the supervisor.
- *Parameter Administration* determines whether, as a system administrator, the supervisor has access to *Parameter Administration* in the supervisor menu.
- *Report Definition* determines whether the supervisor has access to the *Report Definition* feature of the supervisor menu.
- *Schedule Definition* determines whether, as a system administrator, the supervisor has access to the *Schedule Definition* feature of the supervisor menu.

Audible Alarm

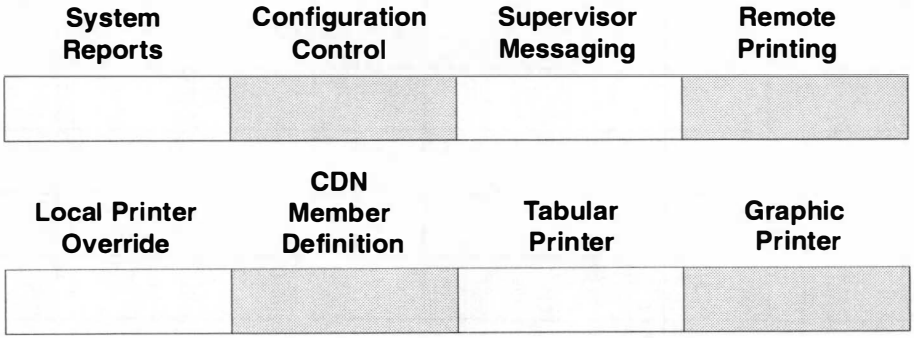
Color Customization	Display Definition	Profile Maintenance	Group Member Definition	Global Statistics

System Administration	Monitor Mode	Parameter Administration	Report Definition	Schedule Definition

Supervisor definition worksheet (Part three)

The data contained in this worksheet is entered from the Supervisor terminal using the *"Supervisor Definition"* screen in Parameter Administration.

- *System Reports* determines whether the supervisor has access to the *System Reports* feature of the supervisor menu.
- *Configuration Control* determines whether the supervisor has access to the *Configuration Control* feature of the supervisor menu.
- *Supervisor Messaging* determines whether the supervisor has access to the Supervisor Messaging feature in the supervisor menu. This field only appears if your system has the NAC Connectivity option.
- *Remote Printing* determines whether the supervisor has permission to print reports on the NAC. This field only appears if your system has the NAC Connectivity option.
- *Local Printer Override* indicates whether a supervisor can send reports to a local printer.
- *CDN Member Definition* allows the supervisor to define the CDNs that the supervisor monitors in the Supervisor Queue Statistics feature. This field appears if your system has the CCR/EAR MIS option and the CDN Statistics is enabled.
- *Tabular Printer* and *Graphic Printer* fields define the print device to which the supervisor's tabular and graphic reports are printed.



Threshold definition worksheet (Part 1)

The data contained in this worksheet is entered from the Supervisor terminal using the *"Threshold Definition"* screen in Parameter Administration. Threshold numbers are automatically assigned sequentially by the system when a new definition is requested. Each of the fields is used to define, in seconds, the amount of time considered to be acceptable for that activity. When an activity exceeds its defined threshold, the activity's field on the appropriate status display is highlighted.

Threshold number	ACD talk	Not ready	Wait	DN In	DN Out	Walk-away

Threshold definition worksheet (Part 2)

The data contained in this worksheet is entered from the Supervisor terminal using the *"Threshold Definition"* screen in Parameter Administration. Threshold numbers are automatically assigned sequentially by the system when a new definition is requested. Each of the fields is used to define, in seconds, the amount of time considered to be acceptable for that activity. When an activity exceeds its defined threshold, the activity's field on the appropriate status display is highlighted.

Delay Objective	Service Objective	Average Answer Delay	Short Call	Local Calls Wait	Network Calls Wait

User Defined Threshold definition worksheet

The data contained in this worksheet is entered from the Supervisor terminal using the *"Threshold Definition"* screen in Parameter Administration. User Defined (UD) thresholds are the thresholds used in the customization of real-time tabular queue statistics. Changes in the thresholds take effect at midnight. To create a user defined threshold, choose the *"Define threshold names"* selection from the Commands menu.

User Defined Threshold	Name	Value
UD1		
UD2		
UD3		
UD4		
UD5		

Time frames definition worksheet (Part one)

The data contained in this worksheet is entered from the Supervisor terminal using the *"Time Frames Definition"* screen in Parameter Administration. Shifts must be identified sequentially by number, with shift "I" always beginning at 00:00 and the last identified shift automatically ending at 23:59. The shift name should be entered in the way in which it should appear on reports. Up to 5 shifts may be identified.

Shift number	Shift name	Shift start time
1		00:00
2		
3		
4		
5		

Time frames definition worksheet (Part two)

The data contained in this worksheet is entered from the Supervisor terminal using the *"Time Frames Definition"* screen in Parameter Administration. Periods represent large portions of time (usually months) into which the calendar year is divided for reporting purposes. Up to 13 periods can be specified between January 1 and December 31. The period name should be entered in the way in which it should appear on reports.

Period number	Period name	Period start date
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		

First day of the week _____

Schedule Definition

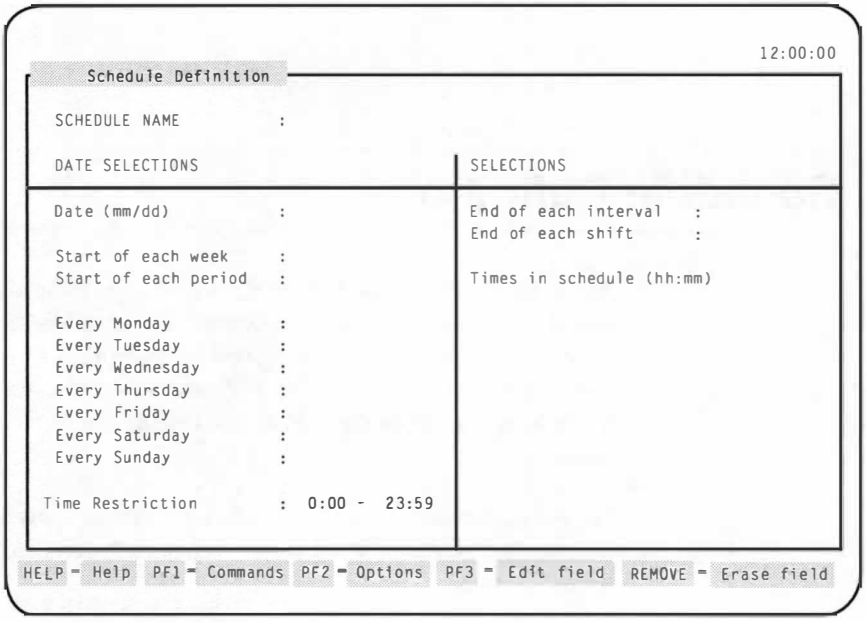
The Schedule Definition feature allows the supervisor to print schedule reports or execute configuration control change orders at specific times. Schedule Definition may be restricted by the system administrator through the Supervisor Definition mode of Parameter Administration. If this option is disabled, "*Schedule Definition*" does not appear as an item on your main menu.

For the maximum number of schedule definitions allowed on your system, refer to the "Meridian MAX system" chapter, "Meridian MAX 6 system limits" section.

Each schedule is saved by choosing the *"Save"* command from the Commands menu but the schedule is not activated until you select *"Exit"* from the menu.

A supervisor with the Schedule Definition feature enabled can schedule the automatic generation of defined reports for printing, as well as execute scheduled configuration control change orders. Printing can be scheduled for specific times and dates, or for recurring intervals. An example of the main schedule definition screen is shown in Figure 22-1.

Figure 22-1
Schedule Definition screen



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available by pressing [Commands]:

- **Exit without saving changes**

  Returns the system to the main menu.

- **Clear the form**

  Clears information from the screen, leaving a blank schedule definition. This command should be used when a new schedule definition is to be created.

- **Read an existing schedule definition**

  Displays an existing schedule definition.

- **Undo changes to schedule definition**

  Removes all changes made to the schedule definition currently on display, providing they were not saved.

- **Save as a new schedule definition**

  Saves the information as a new schedule definition.

- **Overwrite an existing schedule definition**

  Replaces an existing schedule definition with the schedule definition currently on display.

- **Delete an existing schedule definition**

  Removes the schedule definition from the system.

- **Attach reports to this schedule**

  Allows a report(s) to be attached to the schedule.

- **Attach change orders to this schedule**

  Allow a change order(s) to be attached to the schedule.

command
nands pop-up window from the screen.

tion or list of valid entries for the field.

options pop-up
ptions pop-up window from the screen.

eld
ield to be edited.

d editing
s that no further editing is required to the field.

ve=Erase field
Removes the contents of a field.

Fields

Schedule Name

Enter a name for the schedule you define. This name appears in schedule definition menus.

Date (mm/dd)

If you want the report(s) and change order(s) attached to this schedule to print and execute on a specific date or dates, enter a date here in mm/dd format or use asterisks as wild cards.

For example:

- */01 means "the first of every month"
- 06/* means "every day in June"
- */* means "every day of every month"

Start of each Week

If you want the report(s) and change order(s) attached to this schedule to print and execute at the start of each week, enter an asterisk. The start of the week is defined in Time Frames Definition.

Start of each Period:

If you want the report(s) and change order(s) attached to this schedule to print and execute at the start of each period as defined in Time Frames Definition, enter an asterisk.

Every Monday, Tuesday....

If you want the report(s) and change order(s) attached to this schedule to print and execute on specific days in the week, enter an asterisk next to those days.

Time Restriction

Specify the times of the day during which the report(s) and change order(s) attached to this schedule can be printed and executed. This field only applies to schedules in which you have specified End of each shift/End of each interval or Times in schedule.

WARNING
Allow midnight routines to run to completion before scheduling reports or altering the time on the Meridian 1 clock
It is not recommended to schedule reports between midnight and 01:00 for the SEE and IPE hardware platforms, and between midnight and 03:00 for the SNN hardware platform. This time is needed to allow the midnight database aging routines to run to completion.

When you need to change the time, ensure the following conditions are met:the time is not changed between midnight and 01:00the new time does not fall between midnight and 01:00

End of each interval
If you want the attached report(s) to print and the change order(s) to be executed at the end of each of the day's 48 half-hour intervals, enter an asterisk.

End of each shift
If you want the attached report(s) to print and the change order(s) to be executed at the end of each of the day's pre-defined work shifts, enter an asterisk.

Times in schedule
If you want the attached report(s) to print and the change order(s) to be executed at specific times on the scheduled periods, enter the times here. Use the 24-hour clock format, or an asterisk as a wild card for the hour. For example, "*:10" means "ten minutes past every hour."

> ***Note:*** Schedules containing any of the above time selections are ultimately bound by the terms specified in *Time Restriction.* You can, for instance, schedule a report to print at the end of each interval, but it will only print at the end of these intervals within the time specified by *Time Restriction.*

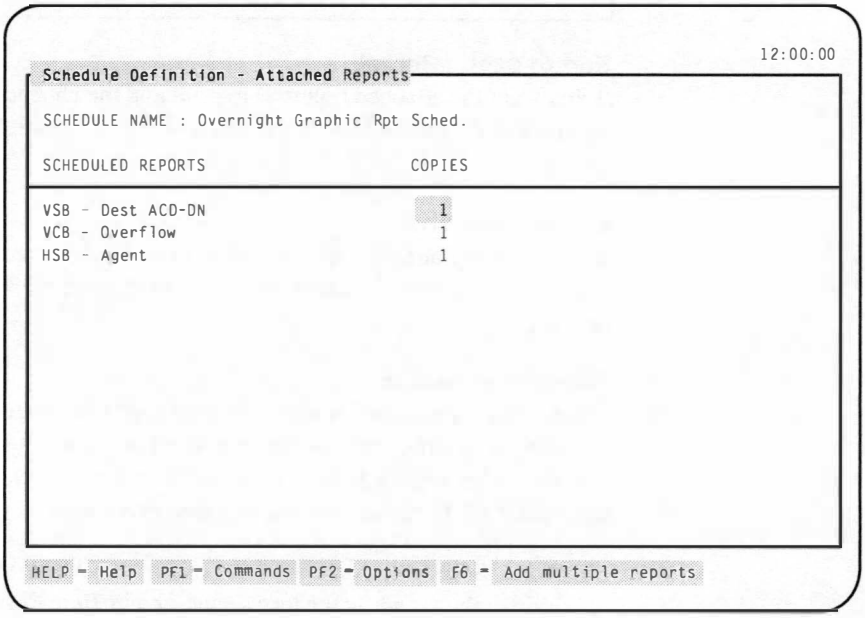
Attaching reports to a schedule

Choose "*Attach reports to this schedule*" from the Commands menu. The attached reports screen appears with the schedule name in place, as seen in Figure 22-2.

Note: Only public reports can be attached to a schedule definition.

Press the [Options] function key to see a menu of the defined reports, and select a report from the menu. This report is added to the schedule at the current cursor position. To add several reports to the schedule at once, press the [Add multiple reports] function key and the same menu pops up, but it now allows you to make several selections. When all desired reports are added, press the [Stop adding] function key.

Figure 22-2
Attached reports



The menu disappears and the system fills the attached reports screen with your choices. By default, Meridian MAX indicates that one copy of each report will be printed.

Reports attached to a schedule do not always go to the output device defined for it in Report Definition. Table 22-1 lists the various output devices that can be assigned to a report and that report's destination is when it is attached to a schedule.

Table 22-1
Report destinations

Defined Output Device	Destination when attached to a schedule
VDT	System Default
Default Printer	System Default
NAC Remote Printer	NAC System Default Printer
Specific Printer	Specified Printer

To change the number of copies printed for each report, move the selection bar to the appropriate item in the copies field and enter a new number (1-9). You may attach a maximum of 100 report definitions to a single schedule.

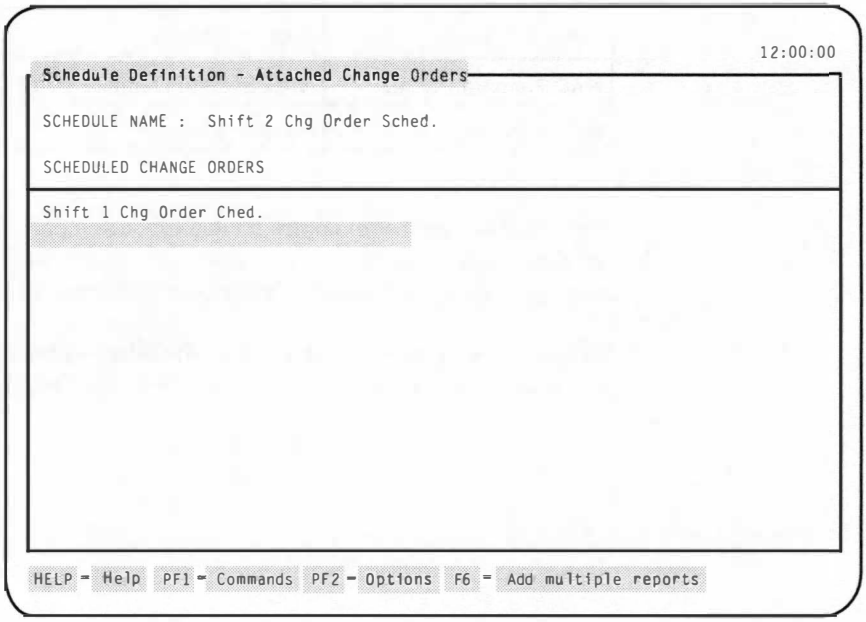
To remove an existing report, position the selection bar on the report, press [Commands] and select *"Delete report"* from the Commands menu.

Attaching change orders to a schedule

Choose "*Attach change orders to this schedule*" from the Commands menu. The Attached change orders screen appears with the schedule name in place, as seen in Figure 22-3.

For example, you may create a change order you want to execute every evening. Once you have defined a schedule, tell it to execute your change order at the scheduled time.

Figure 22-3
Attached change orders



All of the change orders currently attached to this schedule are listed on your screen. You may add change orders one at a time by selecting the [Options] function key, or multiple change orders by selecting the [Add multiple change orders] key. To remove a change order position the selection bar on the change order, press [Commands] and select *"Delete change order"* from the Commands menu. All of the Commands options available in Schedule Definition main menu are also available here.

Change orders are more fully described in the "Configuration Control" chapter. You may attach a maximum of 100 change orders for a single schedule.

Note: Change orders and reports may be attached to the same schedule.

Supervisor Messaging

Disclaimer

Not all options and applications are available in all countries. Contact your Northern Telecom representative for details.

Description

Supervisor Messaging is a NAC-related feature that allows supervisors to issue short messages to other supervisors and administrators (nodal and network) through their workstations. Typically these messages deal with changes in the normal routines of the Meridian MAX nodes and/or NAC. For example, a node, finding itself short-staffed, might ask the NAC to overflow calls to other nodes. The NAC would then issue a message to notify the other nodes that they can expect heavier call traffic.

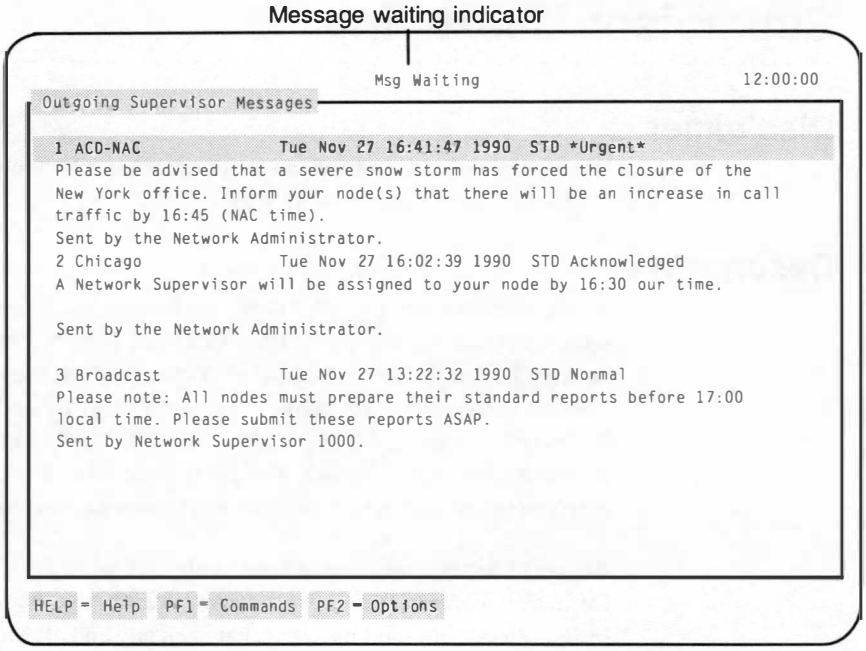
Access to Supervisor Messaging is controlled through the Supervisor Definition feature. Each supervisor permitted to use the feature can receive, read, prepare, and send messages between any and all Meridian MAX nodes connected with the network.

Meridian MAX allows a maximum of 19 incoming messages and 19 outgoing messages to be saved. For either incoming or outgoing messages, if additional messages are saved above this maximum number, the oldest message is overwritten to allow for the next incoming or outgoing message. To prevent a message from being overwritten while you are in Show Incoming or Show Outgoing messages, choose the *"Hold"* command from the Commands pop-up menu. A maximum of five incoming and five outgoing messages can be held. These messages are retained until you choose to release one or more of these held messages using the same Options pop-up menu. Once released, you can then delete the held message.

Message indicator

Figure 23-1 shows the message indicator that informs the supervisor that a message was received.

Figure 23-1
Supervisor messaging—message indicator



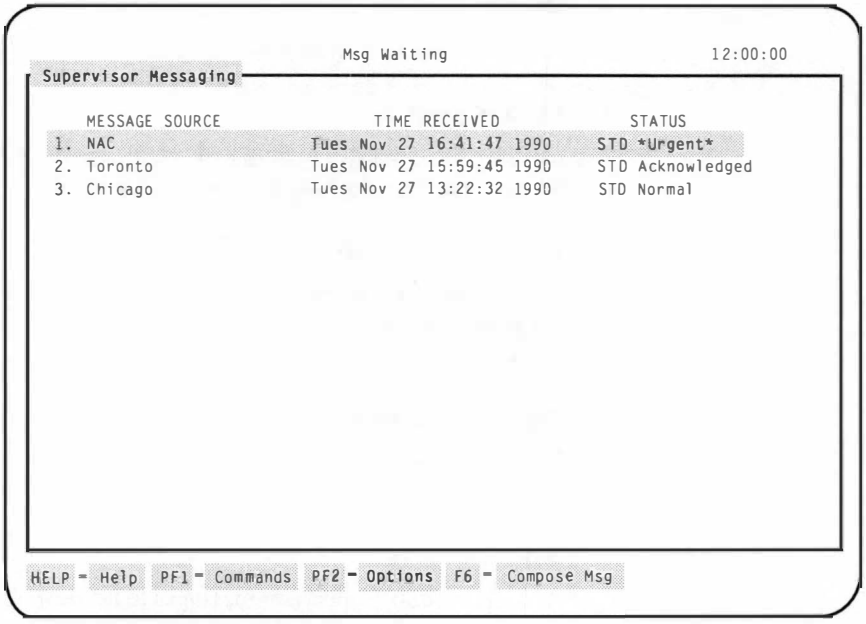
This indicator remains on the screen as long as there is a message that has not been read by anyone at your node. The message waiting indicator is removed as soon as the first person reads the new message (assuming that there are no other new messages to be read).

Because the message waiting indicator is removed after the first person at your node reads the message, it is important that your site develop a procedure for informing supervisors/administrators of message(s) that should be read. It is recommended that the Meridian MAX administrator should read the messages first. This method ensures that the appropriate personnel are notified.

Initial screen

The initial screen for the Supervisor Messaging feature, shown in Figure 23-2, lists all of the unread supervisor messages.

Figure 23-2
Supervisor messaging—initial screen



There are three ways to select an unread message for display:

- enter the message number, followed by **{RETURN}**
- move the selection bar to the specific message you want and press **{RETURN}**
- move the selection bar to the specific message you want and press **{PF1}** and then select the Read Messages command.

Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available after pressing [Commands]:

- **Exit**

  Returns the system to the main main.

- **Read Messages**

  Displays the messages highlighted for display from the initial screen. Refer to the "Read message screen" section in this chapter.

- **Read Previous Msg.**

  Displays the message which was last saved or deleted by any user on the system. Refer to the "Read previous message screen" section in this chapter.

- **Compose Message**

  Composes a message to send to other users. Refer to the "Compose message" section in this chapter.

- **Show Incoming**

  Allows incoming supervisor messages to be viewed, stored, deleted, released, or placed on hold. Refer to the "Incoming supervisor messages screen" section in this chapter.

- **Show Outgoing**

  Allows outgoing supervisor messages to be to be viewed, stored, deleted, released, or placed on hold. Refer to the "Outgoing supervisor messages screen" section in this chapter.

PF1=Select no command

Removes the Commands pop-up window from the screen.

PF2=Options

Displays a description or list of valid entries for the field.

PF2=Select no option

Removes the Options pop-up window from the screen.

F6=Compose Msg

Composes a message to send to other users. This is the same function performed by the *"Compose Message"* option in the Commands pop-up window. Refer to the "Compose message" section in this chapter.

Fields

Message Source

This field shows the name of the site that sent the message.

Time Received

This field shows the date and your local time when the message was received by your node.

Status

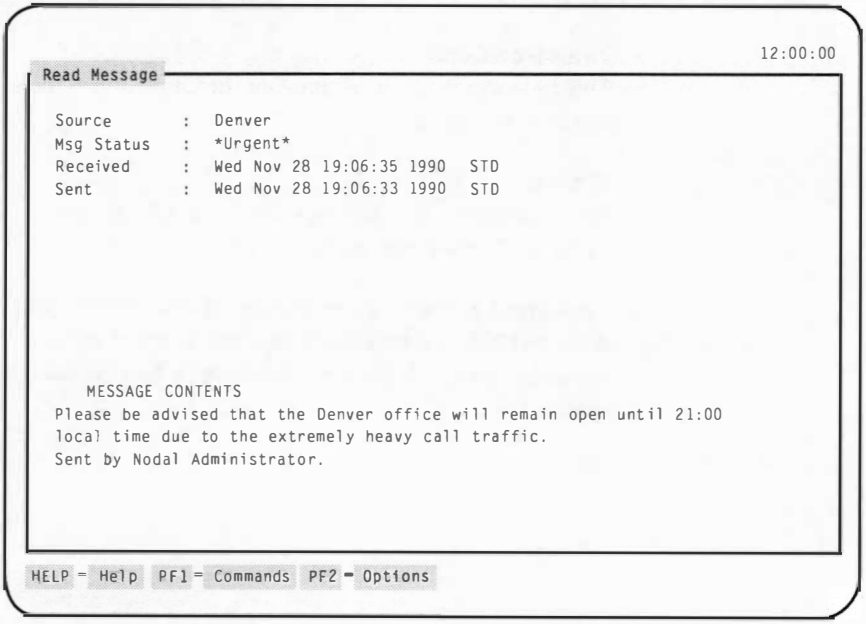
This field shows the status the sender attached to the message. The three status labels are normal, urgent, and acknowledge.

Normal messages are given no special treatment. Urgent messages are delivered before normal messages and labelled as 'urgent'. Acknowledge messages automatically alert the sender when the recipient has read the message.

Read message screen

The Read Message screen, Figure 23-3, shows the message that was received by the Meridian MAX or NAC, and was selected for display from the initial screen. Each message lists the source information and the message contents. After reading each message, you must either save or delete it. You may use this feature to show incoming messages and outgoing messages as well.

Figure 23-3
Supervisor messaging—read message



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available by pressing [Commands]:

- **Exit**

  Returns the system to the initial Supervisor Messaging screen.

- **Next Unread**

  Displays the next recent unread message.

- **Delete This Message**

  Deletes the message currently on display. Once a message is deleted, it cannot be restored.

- **Save This Message**

  Saves the message currently on display. Up to 19 messages can be stored at one time. These messages can be read any time.

- **Show Outgoing**

  Displays the outgoing supervisor message list on the Outgoing Supervisor Messages screen. These messages can be deleted, restored, placed on hold or released. Refer to "Outgoing supervisor messages screen" section.

- **Show Incoming**

  Displays the incoming supervisor message list on the Incoming Supervisor Messages screen. These messages can be deleted, restored, placed on hold or released. Refer to "Incoming supervisor messages screen" section.

PF1=Select no command

Removes the Commands pop-up window from the screen.

PF2=Options

Displays a description or list of valid entries for the field.

PF2=Select no option

Removes the Options pop-up window from the screen.

Fields

Source

This field shows the name of the site that sent the message. This field is provided only for information and cannot be changed.

Msg Status

This field shows the status the sender attached to the message. The three status labels are normal, urgent, and acknowledge. Normal messages are given no special treatment. Urgent messages are delivered before normal messages and labelled as 'urgent'. Acknowledge messages automatically alert the sender when the recipient has read the message. This field is provided only for information and cannot be changed.

Received

This field shows the date and time the message was received. This field is provided only for information and cannot be changed.

Sent

This field shows the date and time the message was sent. This field is provided only for information and cannot be changed.

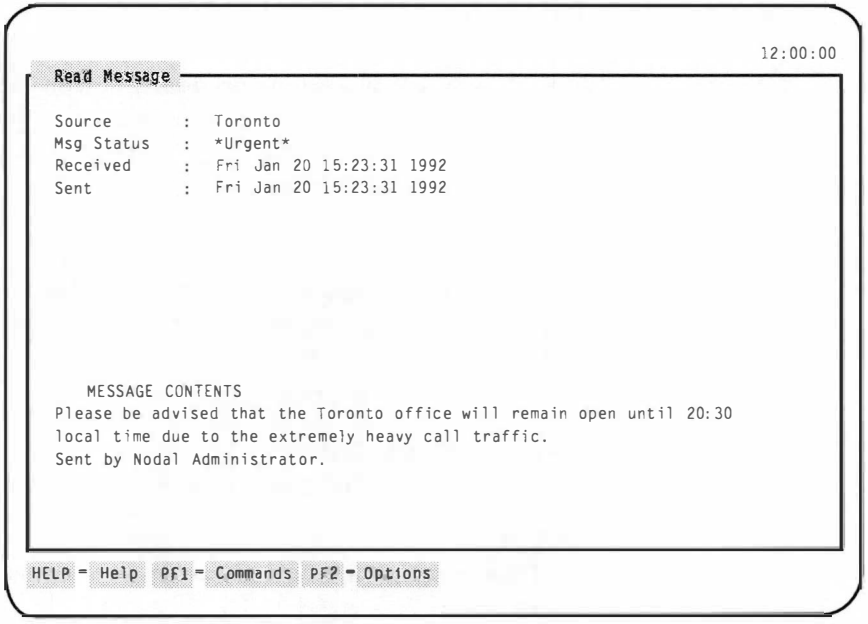
Message Contents

This field provides the contents of the message. This field is provided only for information and cannot be changed.

Read previous message screen

The Read Previous Message screen, shown in Figure 23-4, shows the message that was last saved or deleted by any user on your system. The message lists the source information and the contents. You may use this feature to show incoming messages and outgoing messages as well.

Figure 23-4
Supervisor messaging—read previous message



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available by pressing [Commands]:

- **Exit**

  Returns the system to the initial Supervisor Messaging screen.

- **Show Outgoing**

  Displays the outgoing supervisor message list on the Outgoing Supervisor Messages screen. These messages can be deleted, restored, placed on hold or released. Refer to "Outgoing supervisor messages screen" section in this chapter.

- **Show Incoming**

  Displays the incoming supervisor message list on the Incoming Supervisor Messages screen. These messages can be deleted, restored, placed on hold or released. Refer to "Incoming supervisor messages screen" section in this chapter.

PF1=Select no command

Removes the Commands pop-up window from the screen.

PF2=Options

Displays a description or list of valid entries for the field.

PF2=Select no option

Removes the Options pop-up window from the screen.

Fields

Source

This field shows the name of the site that sent the message.

Msg Status

This field shows the status the sender attached to the message. The three status labels are normal, urgent, and acknowledge. Normal messages are given no special treatment. Urgent messages are delivered before normal messages and labelled as 'urgent'. Acknowledge messages automatically alert the sender when the recipient has read the message.

Received
This field shows the date and time the message was received.

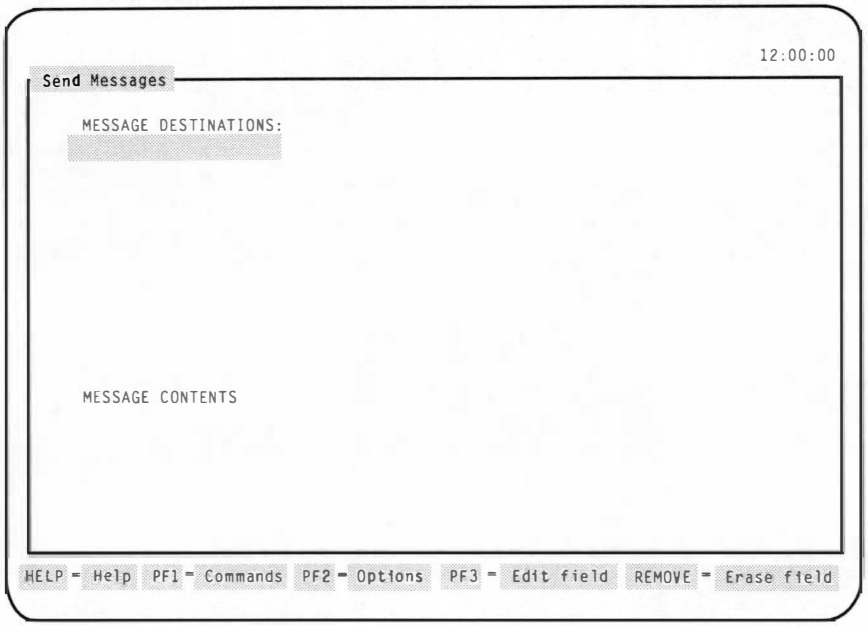
Sent
This field shows the date and time the message was sent.

Message Contents
This field displays the contents of the message.

Compose message

To create a message, select the Compose Msgs. command from the Commands pop-up, or press the [Compose messages] function key. The system displays a Send Messages screen as shown in Figure 23-5.

Figure 23-5
Supervisor messaging—send message



To send a message, you must perform the following steps.

1 Select the destination(s).

2 Create the message.

3 Press { PF1 } to display the commands, select the Send Message command, and the system displays the Msg. Status pop-up.

4 Select the status of the message from the pop-up.

The system sends your message to the destination(s) specified in your message.

The system also allows you to select and send an existing message from a list of previously saved messages.

Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available by pressing [Commands]:

- **Exit**

  Returns the system to the initial Supervisor Messaging screen.

- **Show Destinations**

  Displays a list of destination nodes. One or more nodes can be selected to receive the message.

- **Select Existing Msg.**

  Selects a saved message as input. The message can be edited without changing the original.

- **Send Message**

  Sends the message.

- **Store Outgoing**

  Stores the message in the saved outgoing message list. No more than 19 messages can be saved at one time.

- **Show Outgoing**

  Displays outgoing messages on the Outgoing Supervisor Messages screen. Messages can be deleted, restored, released and placed on hold from this screen. For more information, refer to the "Outgoing supervisor messages screen" section in this chapter.

- **Broadcast**

  Sends the message to all nodes. The word, `Broadcast`, appears in the *Message Destinations* field.

- **Clear Destinations**

  Removes all destination nodes selected for the message currently on display.

PF1=Select no command
Removes the Commands pop-up window from the screen.

PF2=Options
Displays a description or list of valid entries for the field.

PF2=Select no option
Removes the Destination Nodes pop-up window from the screen.

PF3=Edit field
Allows a field to be edited.

PF3=End editing
Indicates that no further editing is required to the field.

Remove=Erase field
Removes the contents of a field.

MTE-specific function keys
The following keys are only available on PCs running the Meridian Terminal Emulator.

- **Ins**
  This key allows you to insert information.
- **Home**
  This key moves your cursor to the beginning of the line.
- **End**
  This key moves your cursor to the end of the line.
- **—>**
  This key moves your cursor one word to the right.
- **<—**
  This key moves your cursor one word to the left.

Fields

Message Destinations

You can select the NAC and a maximum of 10 nodal destinations for your message. If you want to send your message to all nodes and the NAC, use the Broadcast command from the [Commands] function key list. If you want to send your message to less than all destinations, then you must use the Show Destinations command or press the [Options] function key for the same list.

If the list is on display, you can enter the list number or move the selection bar to the node you want and press {ENTER} to select the node as a destination. If the list is not on display you can enter the node's name or the node's ID to select the node as a destination.

If you select an incorrect destination, you can re-select it by highlighting the field which contains the incorrect choice. If you cannot re-select it because you have already selected all of the nodes, then use the Clear Destinations command from the [Commands] function key list. Once this is done, re-select all of the correct destinations.

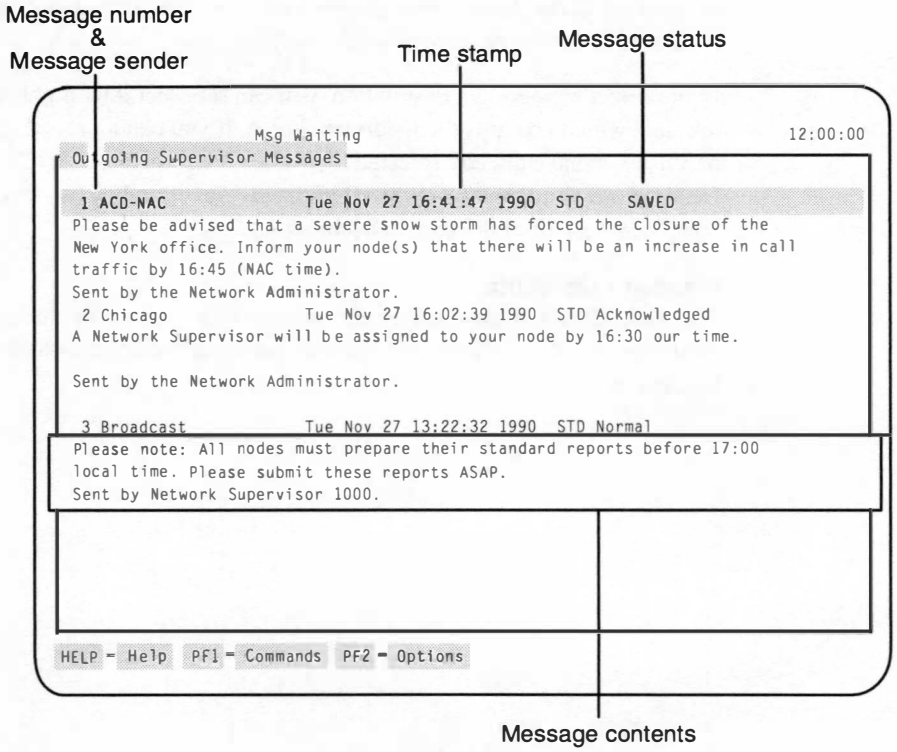
Message Contents

This field allows you to enter a maximum of four lines of 76 characters for your message. Only alphabetic, numeric, and punctuation characters may be used in a message.

Outgoing supervisor messages screen

The Outgoing Supervisor Messages screen, shown in Figure 23-6, stores up to 19 outgoing messages and allows you to hold a maximum of five of those messages. The first five messages are usually reserved for held messages, such as repeatedly sent messages. The remaining message slots contain the most current messages that were prepared, saved, and possibly (but not necessarily) sent.

Figure 23-6
Supervisor messaging—outgoing supervisor messages



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available by pressing [Commands]:

- **Exit**

  Returns the system to the initial Supervisor Messaging screen.

- **Delete Message**

  Deletes the message highlighted by the selection bar. The status for the message changes to `Deleted`. The message is not removed until the Outgoing Supervisor Messages screen is exited.

- **Undelete Message**

  Restores the message highlighted by the selection bar, providing the message was deleted (a message cannot be restored if it was not deleted). The status for the message changes from `Deleted` to the status label assigned to it when it was created (for example, normal, urgent, or acknowledge).

- **Hold/Release Message**

  Sets a toggle switch which either holds or releases a message. The message status changes to `HELD` if this command is selected for a message, which is not on hold. After a message is released, the status message changes from `HELD` to the status label assigned to it when it was created (for example, normal, urgent or acknowledge). Up to five messages can be placed on hold.

  If certain messages are sent repeatedly, type them once and place them on hold. In this way, the messages need only be typed once, and they are always available.

PF1=Select no command

Removes the Commands pop-up from the screen.

PF2=Options

Displays a description or list of valid entries for the field.

PF2=Remove options pop-up
Closes the Options window.

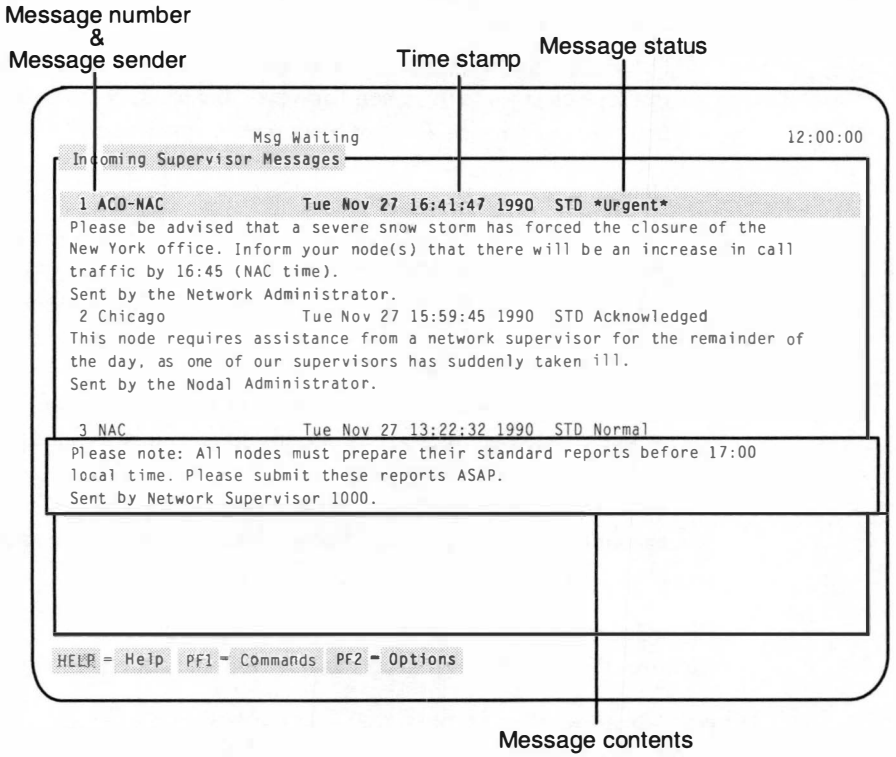
Fields

No fields appear on this screen. Figure 23-6 shows three messages and points out the location of significant pieces of information.

Incoming supervisor messages screen

The Incoming Supervisor Messages screen, shown in Figure 23-7, stores up to 19 incoming messages and can hold up to five of these messages. The first five messages are usually reserved for held messages, such as messages read by many supervisors. The remaining message slots contain the most current received and saved messages.

Figure 23-7
Supervisor messaging—incoming supervisor messages



Function keys

Help=Help

Provides information regarding this feature and its fields.

PF1=Commands

The following commands are available by pressing [Commands]:

- **Exit**

  Returns the system to the initial Supervisor Messaging screen.

- **Delete Message**

  Deletes the message highlighted by the selection bar. The status for the message changes to `Deleted`. However, the message is not removed until the Incoming Supervisor Messages screen is exited.

- **Undelete Message**

  Restores the message highlighted by the selection bar. The status for the message changes from `Deleted` to the status label assigned to it when it was created (for example, normal, urgent, or acknowledge).

- **Hold/Release Message**

  Sets a toggle switch which either holds or releases a message. The message status changes to `HELD` if this command is selected for a message. After a message is released, the status message changes from `HELD` to the status label assigned to it when it was created (for example, normal, urgent or acknowledge). Up to five messages can be placed on hold.

PF1=Select no command

Removes the Commands pop-up window from the screen.

PF2=Options

Displays a description or list of valid entries for the field.

PF2=Remove options pop-up

Closes the Options window.

Fields

There are no fields on this screen. Figure 23-7 shows three messages and points out the location of significant pieces of information.

International language support

Overview

International support ranges from the ability to enter language specific strings, to the ability to print a report with international characters. The characters entered must be in the ISO 8859-1 Latin 1 character set. A maximum of two languages is allowed per system.

Information containing special (accented) characters can be entered into the system and printed out in reports. This language support applies to the entire user interface, including all of the static text on the screens, help text, prompts, error messages, and system and historical reports.

The ISO 8859-1 Latin 1 standard character set is used in order to store and present information in any of the installed and enabled languages. One of the languages must be English for maintenance and remote diagnostics purposes. Supervisors can select either of the installed languages for their interaction with the system. For a complete list of available languages for your system, please contact your Northern Telecom representative.

Supervisor workstations

All of the supervisor workstations except the DEC VT220 provide full international support. The DEC VT220 provides partial international support by utilizing the terminal's DEC Multinational character set.

Refer to the "Entering characters" section of this chapter for instructions on how to enter international characters.

Printers

All of the Hewlett Packard printers supported by Meridian MAX provide support for the international characters in both tabular and graphical reports. The only exception is the HP RuggedWriter configured in Epson mode.

Configuring workstations

Your workstation must be configured properly in order to have international characters available to you. If using a language specific keyboard, you must configure your workstation's keyboard language. For more information on how to configure your workstation for international support, refer to the "Workstation configuration" chapter.

Configuring languages

Your system can have a maximum of two languages. One of these must be English. The second language is chosen during the installation of the Meridian MAX system.

The system administrator defines the system default language and the secondary language via the Parameter Administration—Miscellaneous Options screen.

The system default language is used for the Configuration Control Transaction Log, as well as any system-wide customized parameters such as Queue, Agent, DNIS and Route names.

Through the Profile Maintenance screen, you can select the language in which you want to interact with the Meridian MAX system. You must log off the system and log back in for this language change to take effect.

Multiple language strings

Both public and private definitions can be defined in two languages. All public definitions must be defined in the system default language so all supervisors can read them. Because private definitions are used solely by you, they only need to be entered in the language defined in your profile. Table 24-1 lists the fields that can be defined in both the system default language and the secondary language, and the screens in which they are located.

Table 24-1
Multiple language strings

Screen	Field
Display Definition Screen Definition	Screen Name
Quadrant Definition	Definition Name Custom Heading
Formula Definition	Labels In Menus Labels In Columns Labels In Graphs
Report Definition Report Parameter Definition	Report Name
Tabular Format Definition	Format Title Custom Heading
Graphic Format Definition	Graph Title Data Axis Title Key Axis Title
Report Formula Definition	Labels In Menus Labels In Columns Labels In Graphs
Configuration Control Change Orders	Change Order Name
Schedule Definition	Schedule Name

Single language strings

Several strings can only be defined in the system default language. Table 24-2 lists the fields that are defined in a single language, and the screens in which they are located.

Table 24-2
Single language strings

Screen	Field
Parameter Administration	
Profile Maintenance/ Supervisor Definition	Name Password
Miscellaneous Options	Customer Name System Administrator Password
Time Frames Definition	Shift Name Period Name
Threshold Name Definition	Name for UD1 Name for UD2 Name for UD3 Name for UD4 Name for UD5
ACD-DN/CDN Definition	ACD-DN/CDN Name
Agent Definition	Agent Name Comment
Route Definition	Route Name
DNIS Definition	DNIS Name
Activity Definition	Activity Name
List Management	List Name
Supervisor Messaging Send Messages	Message Contents
Local Printer Control Window	Printer Name

Entering characters

Any international characters available on language specific keyboards may be entered as part of textual input in the various screens. Some international characters may not be available directly on your keyboard and special keyboard sequences may be required to enter these characters.

The following tables describe the key sequences required for each keyboard type.

If your workstation is a DEC VT220 or a DEC VT420, or you are using a PC running Reflection 4+, refer to Table 24-3. (DEC VT320 is compatible with DEC VT420.) If you are using a PC with Meridian Terminal Emulator (MTE) software, refer to Table 24-4.

Compose sequences

The different types of keyboards use different compose sequences that must be entered before entering international characters.

DEC VT220 and VT420

To create an international character on a DEC VT220 or VT420, the compose sequence is the **{COMPOSE}** key followed by the appropriate key sequence.

> ***Note:*** Since the DEC VT220 does not provide full international support, a question mark (?) may be displayed in cases where the appropriate character is not available on the VT220.

Reflection 4+ for DOS

To create an international character on a PC running Reflection 4+, the compose sequence is **{ALT}{F8}** followed by the appropriate key sequence.

> ***Note:*** Reflection 4+ Release 4.1 or higher is recommended because it has full international support. Releases 3.4 to 4.0 have partial international support. International support is not available below Release 3.4.

Meridian Terminal Emulator (MTE)

To create an international character on a PC running MTE, the compose sequence is pressing the **{ALT}** key while entering the character's numeric code. You must use the number pad on the keyboard and the **{NUM LOCK}** key must be on. Using the numbers located at the top of the keypad to enter the codes may result in unpredictable results.

> ***Note:*** PC users can only enter the characters in the DOS Code Page 850 which are valid Latin 1 characters. If an attempt is made to enter an invalid character, a beep sounds on the workstation and the character is not accepted.

Table 24-3
International characters for DEC VT220, DEC VT420, and a PC running Reflection 4+

Name	Character	Compose sequence, followed by
Inverted exclamation	¡	!!
Cent sign	¢	C/
Pound sign	£	L=
Currency sign	¤	XO
Yen sign	¥	Y=
Broken vertical bar *	¦	| |
Paragraph/Section sign	§	SO
Copyright sign	©	CO
Feminine ordinal indicator	ª	A_
Left angle quotation mark	«	<<
Right angle quotation mark	»	>>
Not sign *	¬	-,
Macron *	¯	-^
Registered trademark sign *	®	R O
Soft hyphen *	-	- -
Middle dot	·	.^
Plus-Minus sign	±	+ -
Superscript 1	¹	1^
Superscript 2	²	2^
Superscript 3	³	3^

— continued —

Table 24-3 (continued)
International characters for DEC VT220, DEC VT420, and a PC running Reflection 4+

Name	Character	Compose sequence, followed by
Apostrophe	’	’space
Micro sign	µ	/U
Pilcrow sign	¶	P!
Division sign *	÷	-:
Multiplication sign *	×	x x
Cedilla *	¸	, ,
Acute accent *	´	‘ ‘
Circumflex accent	^	^ space
Tilde	~	~space
Diaeresis *	¨	¨space
Degree sign	°	0^
Masculine ordinal indicator	º	O_
Vulgar fraction one-quarter	¼	1 4 (order sensitive)
Vulgar fraction one-half	½	1 2 (order sensitive)
Vulgar fraction three-quarters *	¾	3 4 (order sensitive)
Inverted question mark	¿	??
Capital A with grave accent	À	‘A
Capital A with acute accent	Á	’A
Capital A with circumflex accent	Â	^A
Capital A with tilde	Ã	~A

— continued —

Table 24-3 (continued)
International characters for DEC VT220, DEC VT420, and a PC running Reflection 4+

Name	Character	Compose sequence, followed by
Capital A with diaeresis	Ä	¨A
Capital A with ring above	Å	A° (degree sign) or A* (asterisk)
Capital diphthong A with E	Æ	A E (order sensitive)
Capital C with cedilla	Ç	C,
Capital E with grave accent	È	‘E
Capital E with acute accent	É	’E
Capital E with circumflex	Ê	^E
Capital E with diaeresis	Ë	¨E
Capital I with grave accent	Ì	‘I
Capital I with acute accent	Í	’I
Capital I with circumflex	Î	^I
Capital I with diaeresis	Ï	”I
Capital O with grave accent	Ò	‘O
Capital O with acute accent	Ó	’O
Capital O with circumflex	Ô	^O
Capital O with tilde	Õ	~O
Capital O with diaeresis	Ö	¨O
Capital O with oblique strike	Ø	o/
Capital N with tilde	Ñ	~N
Capital U with grave accent	Ù	‘U

— continued —

Table 24-3 (continued)
International characters for DEC VT220, DEC VT420, and a PC running Reflection 4+

Name	Character	Compose sequence, followed by
Capital U with acute accent	Ú	'U
Capital U with circumflex	Û	^U
Capital U with diaereses	Ü	¨U
Capital Y with acute accent	Ý	'Y
Capital Icelandic letter Eth *	Ð	- D
Capital Icelandic letter Thorn *	Þ	T H
Lowercase German letter sharp s	ß	ss
Lowercase a with grave accent	à	`a
Lowercase a with acute accent	á	'a
Lowercase a with circumflex	â	^a
Lowercase a with tilde	ã	~a
Lowercase a with diaeresis	ä	¨a
Lowercase a with ring above	å	a° (degree sign) or a* (asterisk)
Lowercase diphthong a with e	æ	a e (order sensitive)
Lowercase c with cedilla	ç	c,
Lowercase e with grave accent	è	`e
Lowercase e with acute accent	é	'e
Lowercase e with circumflex	ê	^e
Lowercase e with diaeresis	ë	¨e
Lowercase i with grave accent	ì	`i

— continued —

Table 24-3 (continued)
International characters for DEC VT220, DEC VT420, and a PC running Reflection 4+

Name	Character	Compose sequence, followed by
Lowercase i with acute accent	Í	'i
Lowercase i with circumflex	Î	^i
Lowercase i with diaeresis	Ï	"i
Lowercase n with tilde	ñ	~n
Lowercase o with grave accent	ò	`o
Lowercase o with acute accent	ó	'o
Lowercase o with circumflex	ô	^o
Lowercase o with tilde	õ	~o
Lowercase o with diaeresis	ö	¨o
Lowercase o with oblique stroke	ø	o/
Lowercase u with grave accent	ù	`u
Lowercase u with acute accent	ú	'u
Lowercase u with circumflex	û	^u
Lowercase u with diaeresis	ü	¨u
Lowercase y with acute accent	ý	'y
Lowercase y with diaeresis	ÿ	¨y
Lowercase Icelandic letter Eth *	ð	- d
Lowercase Icelandic letter Thorn *	þ	t h

Note: A character name with an asterisk (*) after it indicates that it is only available on the DEC VT420 workstation or a PC running Reflection 4+.

— end—

Note: The numeric code for international characters in Table 24-4 must be entered from the numeric keypad.

Table 24-4
International characters for PCs running Meridian Terminal Emulator (MTE)

Name	Character	Enter
Inverted exclamation	¡	{ALT} 173
Cent sign	¢	{ALT} 189
Pound sign	£	{ALT} 156
Currency sign	¤	{ALT} 207
Yen sign	¥	{ALT} 190
Broken bar	¦	{ALT} 221
Paragraph/Section sign	§	{ALT} 21
Copyright sign	©	{ALT} 184
Feminine ordinal indicator	ª	{ALT} 166
Left angle quotation mark	«	{ALT} 174
Right angle quotation mark	»	{ALT} 175
Not sign	¬	{ALT} 170
Macron	¯	{ALT} 238
Registered trademark sign	®	{ALT} 169
Soft hyphen	-	{ALT} 196
Plus-Minus sign	±	{ALT} 241
Superscript 1	¹	{ALT} 251
Superscript 2	²	{ALT} 253

— continued —

Table 24-4 (continued)
International characters for PCs running Meridian Terminal Emulator (MTE)

Name	Character	Enter
Superscript 3	³	{ALT} 252
Apostrophe	'	{ALT} 239
Micro sign	µ	{ALT} 230
Pilcrow sign	¶	{ALT} 244
Division sign	÷	{ALT} 246
Multiplication sign	×	{ALT} 158
Degree sign	°	{ALT} 248
Cedilla	¸	{ALT} 44
Acute accent	'	{ALT} 239
Diaeresis	¨	{ALT} 249
Masculine ordinal indicator	º	{ALT} 167
Vulgar fraction one-quarter	¼	{ALT} 172
Vulgar fraction one-half	½	{ALT} 171
Vulgar fraction three-quarters	¾	{ALT} 243
Inverted question mark	¿	{ALT} 168
Capital A with grave accent	À	{ALT} 183
Capital A with acute accent	Á	{ALT} 181
Capital A with circumflex accent	Â	{ALT} 182
Capital A with tilde	Ã	{ALT} 199
Capital A with diaeresis	Ä	{ALT} 142

— continued —

Table 24-4 (continued)
International characters for PCs running Meridian Terminal Emulator (MTE)

Name	Character	Enter
Capital A with ring above	Å	{ALT} 143
Capital diphthong A with E	Æ	{ALT} 146
Capital C with cedilla	Ç	{ALT} 128
Capital E with grave accent	È	{ALT} 212
Capital E with acute accent	É	{ALT} 144
Capital E with circumflex	Ê	{ALT} 210
Capital E with diaeresis	Ë	{ALT} 211
Capital I with grave accent	Ì	{ALT} 222
Capital I with acute accent	Í	{ALT} 214
Capital I with circumflex	Î	{ALT} 215
Capital I with diaeresis	Ï	{ALT} 216
Capital O with grave accent	Ò	{ALT} 227
Capital O with acute accent	Ó	{ALT} 224
Capital O with circumflex	Ô	{ALT} 226
Capital O with tilde	Õ	{ALT} 229
Capital O with diaeresis	Ö	{ALT} 153
Capital O with oblique strike	Ø	{ALT} 157
Capital N with tilde	Ñ	{ALT} 165
Capital U with grave accent	Ù	{ALT} 235
Capital U with acute accent	Ú	{ALT} 233

— continued —

Table 24-4 (continued)
International characters for PCs running Meridian Terminal Emulator (MTE)

Name	Character	Enter
Capital U with circumflex	Û	{ALT} 234
Capital U with diaereses	Ü	{ALT} 154
Capital Y with acute accent	Ý	{ALT} 237
Capital Icelandic letter Eth	Ð	{ALT} 209
Capital Icelandic letter Thorn	Þ	{ALT} 231
Lowercase German letter sharp s	ß	{ALT} 225
Lowercase a with grave accent	à	{ALT} 133
Lowercase a with acute accent	á	{ALT} 160
Lowercase a with circumflex	â	{ALT} 131
Lowercase a with tilde	ã	{ALT} 198
Lowercase a with diaeresis	ä	{ALT} 132
Lowercase a with ring above	å	{ALT} 134
Lowercase diphthong a with e	æ	{ALT} 145
Lowercase c with cedilla	ç	{ALT} 135
Lowercase e with grave accent	è	{ALT} 138
Lowercase e with acute accent	é	{ALT} 130
Lowercase e with circumflex	ê	{ALT} 136
Lowercase e with diaeresis	ë	{ALT} 137
Lowercase i with grave accent	ì	{ALT} 141
Lowercase i with acute accent	Í	{ALT} 161

— continued —

Table 24-4 (continued)
International characters for PCs running Meridian Terminal Emulator (MTE)

Name	Character	Enter
Lowercase i with circumflex	î	{ALT} 140
Lowercase i with diaeresis	ï	{ALT} 139
Lowercase n with tilde	ñ	{ALT} 164
Lowercase o with grave accent	ò	{ALT} 149
Lowercase o with acute accent	ó	{ALT} 162
Lowercase o with circumflex	ô	{ALT} 147
Lowercase o with tilde	õ	{ALT} 228
Lowercase o with diaeresis	ö	{ALT} 148
Lowercase o with oblique stroke	ø	{ALT} 155
Lowercase u with grave accent	ù	{ALT} 151
Lowercase u with acute accent	ú	{ALT} 163
Lowercase u with circumflex	û	{ALT} 150
Lowercase u with diaeresis	ü	{ALT} 129
Lowercase y with acute accent	ý	{ALT} 236
Lowercase y with diaeresis	ÿ	{ALT} 152
Lowercase Icelandic letter Thorn	þ	{ALT} 231

— end—

Local printing

The Local Printing feature provides you with the ability to send a report to a printer locally attached to a PC workstation running the Meridian Terminal Emulator (MTE).

This feature allows printers to be attached to any PC supervisor workstation (running MTE) that is connected to the Meridian MAX either directly or via a LAN. These attached printers may then be configured into the Meridian MAX system and used by all supervisors.

Only PCs running the MTE program may have attached printers configured into the Meridian MAX system.

Local Printing provides the following functionality:

- A Printer Control softkey that allows you to add, change, or delete a local printer by pressing **{CONTROL}{P}**.
- The ability for you to send reports to any local printer configured on the system (for example, to another supervisor's local printer).
- The ability for you to direct scheduled reports to a local printer.
- The ability to queue up reports directed to local printers on Meridian MAX. This occurs while the Meridian Application Terminal Emulator is printing another report or when the MTE program is not currently running on the PC.
- Support for all report types including tabular, graphic, data stream, system reports, and screen snapshots.

Refer to the "Workstation configuration" chapter, "Printers" section for a list of printers supported by Meridian MAX 6.

Output

Local printers are not intended to be high volume report printers. Primarily, a local printer is used by the supervisor who works on the PC to which the printer is attached. Printing may be slower than on a dedicated system printer if your PC is in real-time display mode, or is currently interacting with the display.

Output to the local printer may be accomplished only when the MTE program is running on your PC. If you exit from the MTE program, output to the locally attached printer stops. All subsequent output queues on the Meridian MAX system until the MTE program is restarted. You are not required to be logged in to the Meridian MAX system in order for reports to be printed at the local printer.

Local printers are included in the maximum number of printers that can be configured into the Meridian MAX system. Refer to the "Meridian MAX system" chapter for the maximum number of local printers allowed on your system.

When printing screen snapshots, use the [Print] function key. If the {PRINT SCREEN} key on your PC is used, international characters and graph details may not print correctly.

Printing to a LAN printer

You can redirect printouts to printers attached to your LAN. This redirection is possible providing the following conditions are met:

- The LAN printer is a Meridian MAX supported printer.
- The PC responsible for redirecting the output is running an MTE session.

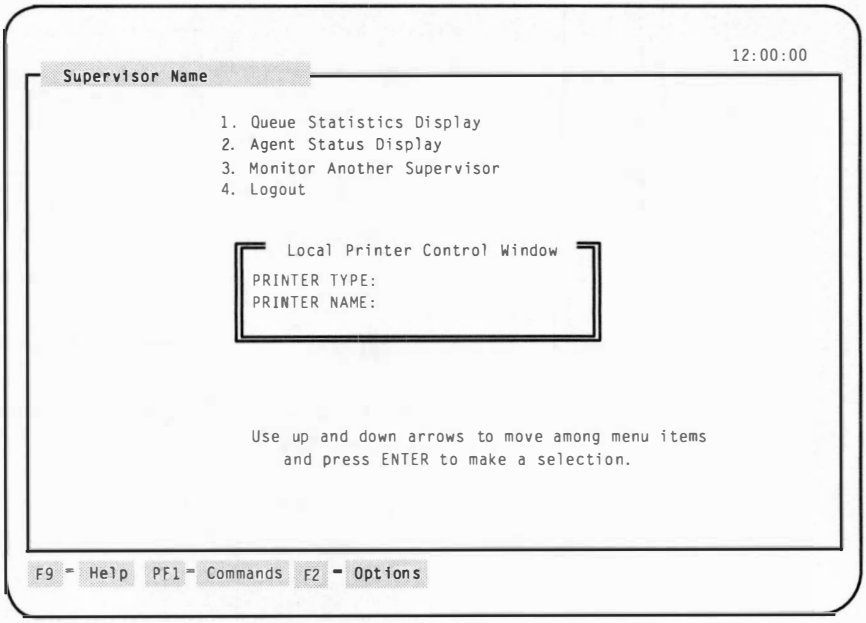
Special software, provided by the LAN vendor, can be run on a LAN-attached PC to intercept printer data before MS-DOS can send it to one of the PC's physical ports. The printer data is then sent to a printer on the network, usually via the server. This functionality is supplied by the specific LAN provider that your system's LAN administrator configures. If this functionality is required, the PC printer port must be configured using the MS-DOS commands described in the MS-DOS User's Guide. It is the responsibility of the LAN administrator to install, configure and maintain this feature.

Local Printer Control Window

A local printer can be configured from your PC, providing your PC is running the Meridian Terminal Emulator (MTE) and has a printer attached to it.

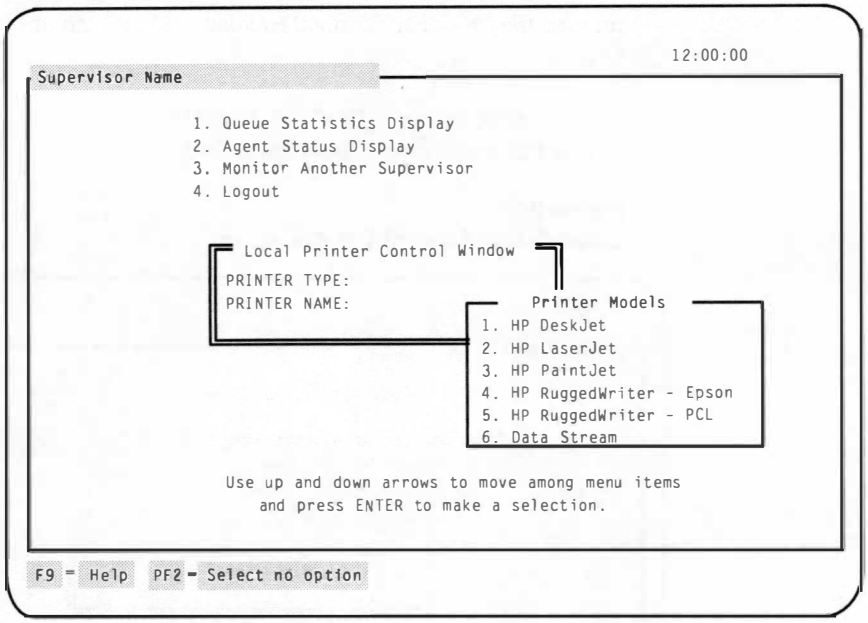
After logging in, press **{CONTROL}{P}** from any screen to view the Local Printer Control Window. See Figure 25-1.

Figure 25-1
Local Printer Control Window screen



Press the [Options] key in the *Printer Type* field to display a menu of supported printer models, as shown in Figure 25-2. Enter one of the printer types in this field.

Figure 25-2
Local Printer Control Window—Printer Models pop-up menu



Note: In order to select the Data Stream device, you must be in System Administrator mode.

Enter a name for the local printer in the *Printer Name* field. The name should identify the location of the printer.

Printer configuration

CAUTION
Print jobs
When a printer is configured into or removed from the system, or the printing system is shut down, all jobs currently printing on all printers are stopped. These jobs are reprinted in their entirety after the reconfiguration is complete.

Adding a local printer

When adding a local printer, ensure these following steps are completed.

1 The printer is properly connected. For more information, refer to the *Meridian MAX 6 Installation Guide* (NTP 553-4001-111), "Peripheral devices" chapter.

2 The printer is configured as a MAX printer. For more information, refer to the *Meridian MAX 6 Maintenance and Diagnostics Guide* (NTP 553-4001-811), "Maintenance and administration programs" chapter.

3 The MTE set-up screen is correct. Refer to the "Workstation configuration" chapter, "MTE configuration set-up" section for more information.

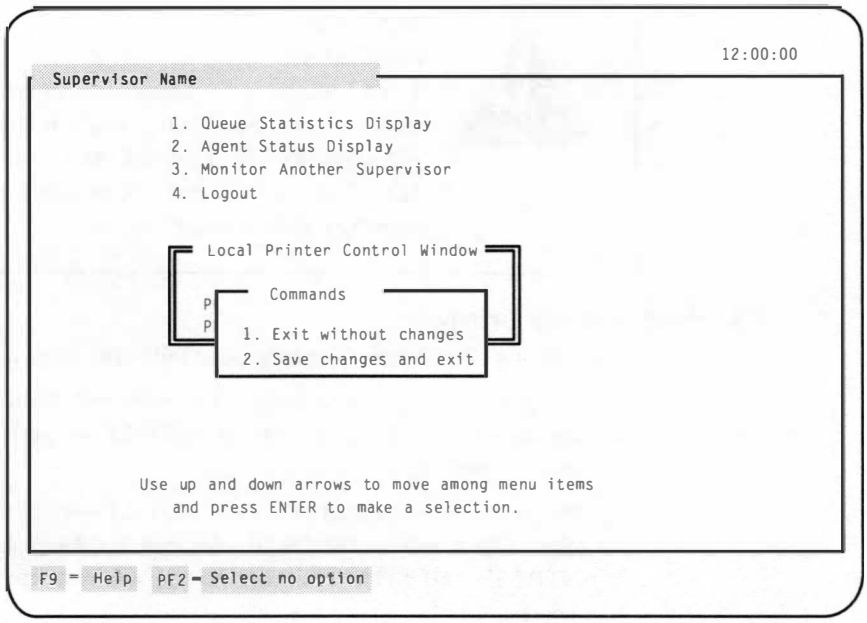
Once these previous steps are completed, a local printer can be added by pressing **{CONTROL}{P}**.

The local printer can be connected to the PC via any one of the standard parallel printer ports (LPT1, LPT2, or LPT3) or via a serial port (COM1 or COM2). The type of connection depends on the printer interface.

Complete the *Printer Type* and *Printer Name* fields in the Local Printer Control Window.

Press the [Commands] function key. The Commands menu appears. See Figure 25-3.

Figure 25-3
Local Printer Control Window—Commands pop-up menu

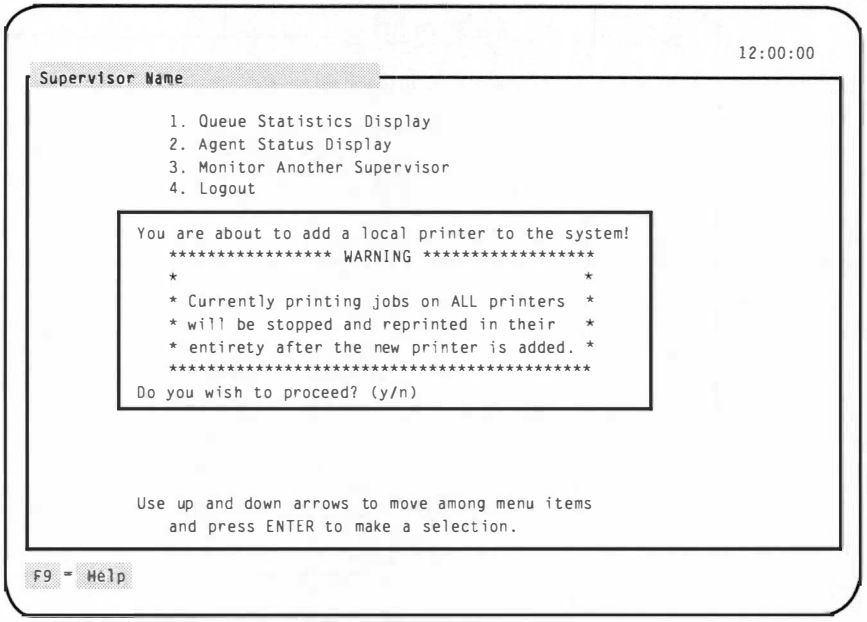


The Commands pop-up menu presents the following choices:

- **Exit without changes** — Discards all changes made in the window and returns the previous screen.
- **Save changes and exit** — Applies any changes made in the Local Printer Control Window to the local printer configuration.

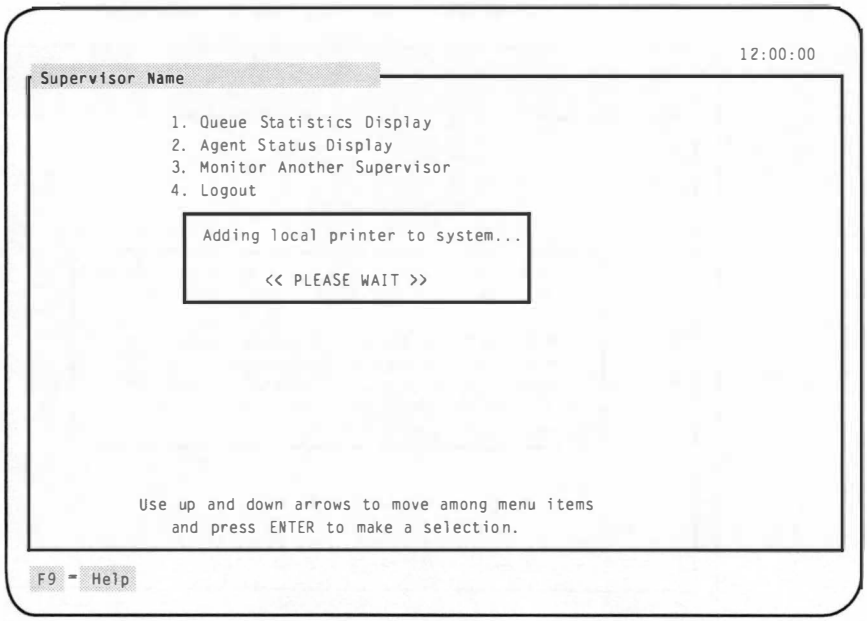
After selecting *"Save changes and exit"* from the Commands pop-up menu, another pop-up appears requesting confirmation that you want to add a printer to the system. Enter **y** for yes, or **n** for no, in response to the prompt, as shown in Figure 25-4.

Figure 25-4
Adding a local printer warning pop-up message



After confirming that you want to continue with adding the local printer, a pop-up message appears while the printer is being added to the system, as shown in Figure 25-5.

Figure 25-5
Adding a printer pop-up message

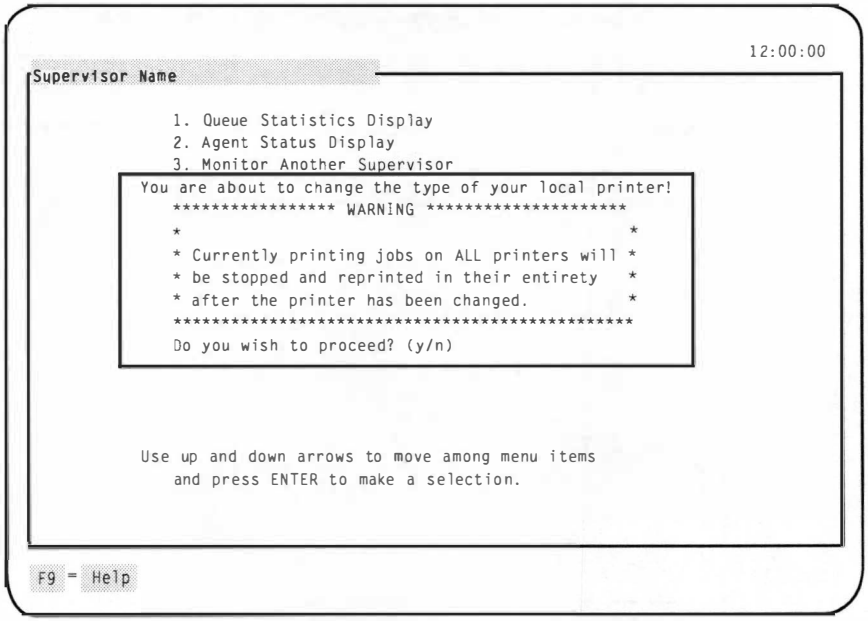


Changing a local printer

To change the type of local printer, change either the *Printer Type* or *Printer Name* to the new printer type or name, and select *"Save changes and exit"* from the Commands menu.

After confirming that you want to change the local printer type, a pop-up message appears while the printer is being changed, as shown in Figure 25-6.

Figure 25-6
Changing the printer type pop-up message



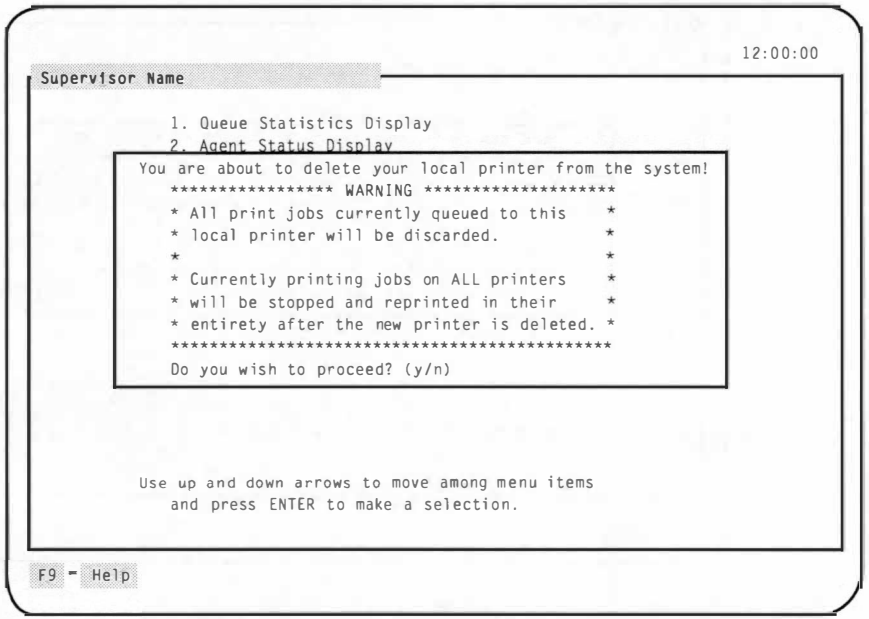
Deleting a local printer

To delete a local printer from the system configuration, move to the *Printer Type* field and press the **[Delete local printer]** softkey. This action clears the selection from the field.

Select *"Save changes and exit"* command from the Commands menu.

Figure 25-7 shows the prompt that is displayed. After confirming that the supervisor wants to delete the local printer, a pop-up message appears while the printer is being deleted from the system.

Figure 25-7
Deleting a local printer warning pop-up message



Directing reports to a local printer

Local printers appear in the menu of available printers and can therefore be accessed by selecting the name of a particular local printer from this menu. This method can also be used in the Report Parameter Definition mode, where the report destination is set in the *Output Device* field.

Other printouts, such as system reports or real-time display snapshots, use printers defined in your profile. If you frequently move, a field in the supervisor profile allows you to override the default printer selection in favor of a local printer, if one is available at the current display station. Local Printer Override also takes effect if the default printer selection is made in the *Output Device* field of the Report Parameter Definition screen.

The *Local Printer Override* field can be set to "Enabled" or "Disabled" in your supervisor profile.

Data stream reporting

Overview

Data stream reporting offers the capability of sending a report to an output device in a defined format. The report data can then be manipulated by other third party software. The capturing of the data by a third party application is not included in this feature.

You must have a capturing software program running on your workstation to use this feature. You need to create a file into which the information can be placed.

Only Tabular and Event Log reports can be generated to the data stream output device.

Configuring a data stream output device

During port assignment, an additional printer type is available in the Devices pop-up menu. The customer can configure any number of printer ports, up to one less than the number of printers allowed for the system, as a data stream printer type. (You require a minimum of one non-data stream printer defined for the system.) Data stream reporting can also be configured for printers that are defined as local printers. For more information on on local printers, refer to the "Local Printing" chapter.

A data stream output device can not be specified as a supervisor's default printer nor as the system default printer.

Refer to the *Meridian MAX 6 Maintenance and Diagnostics Guide* (NTP 553-4001-811), "Maintenance and administration programs" chapter for more information on assigning a data stream output device.

Accessing data stream reporting

Supervisors must have system administration capability and must be in system administration mode to create a Report Definition with data stream as the output device for Tabular or Event Log reports.

If a supervisor is not in system administration mode or does not have system administrator capability, and reads a report definition with data stream as the output device, the output device is changed to default printer. The following message is then displayed at the bottom of the screen.

```
Output device has changed, since you do not have
access to the original device.
```

Once you have captured the output, the information can be loaded from your file and manipulated via other applications, such as a spread sheet.

Report format

Reports that are output to a data stream printer consist of a start file marker, report, and an end file marker. Figure 26-1 shows an example of an Agent by ACD-DN Performance Report sent to a data stream printer. The output is in the standard ISO 8859-1 Latin-1 character set. The format of the report data conforms to computer industry standards, such as the Lotus 1-2-3 comma delimited format.

Start file

The start of the file marker information includes two lines of information. The first line signals the start of the report output. This alphanumeric string ("[Meridian MAX BEGIN]") is enclosed by double quotation marks. The second line contains numeric fields: a cyclic redundancy check (CRC) and a character count of the report data. The fields in the second line are separated by a comma. The CRC and character count do not include the characters in the start file or end file marker lines.

Meridian MAX must use an industry standard Cyclic Redundancy Check algorithm that is portable across different computing platforms. This algorithm simplifies the job of the third party application provider using this information. The formula is the summation of the following expression, where X is each byte in the file.

$$\text{CRC-CCITT} = X^{16} + X^{12} + X^{5} + X^{0}$$

End file

The end file marker consists of a single line to signal the end of the report output. Because this string is alphanumeric string, it is enclosed in double quotation marks.

Figure 26-1
Data stream report—an example

```
"[Meridian MAX BEGIN]"
26948,3365
"Agent by ACD-DN Performance Report"
"Daily Report"
""
"Northern Telecom", "Date: 11/16/92", "Time: 08:18"09"
""
"Days: All"
""
" AGT  DAY  ACD-DN   ----ACD Calls---    ---NON ACD CALLS---   ---TOTAL TIME- ACD/"
" ID                NUM   AVG    AVG    NUM  NUM  TIME  TIME    NOT      MAND  MAND"
"                  ANSWD TALK   WAIT    IN   OUT   IN    OUT    RDY             % "
""                        SEC    SEC
1111,"10/27/92","1500",0,0,0,0,0,"0:00","0:00","0:00","0:26",0

2222,"10/29/92","8880",0,0,3227,0,12,"0:00","0:05","0:00","1:16",0

3333,"11/11/92","8850",0,0,0,0,0,"0:00","0:00","7:44","7:44",100

The information for the entire report continues. When all of the
information is printed, the end marker appears.

"[Meridian MAX END]"
```

Generating a report

Data stream reports are generated in the same way as other reports, by creating ad hoc reports via report definition or schedule definition. The output device must be configured as data stream.

Printer reassignment

When a non-data stream printer port is reassigned as a data stream printer port, the following conditions apply.

- Supervisor default printers cannot be data stream printers. Supervisor definitions which have the reassigned data stream printer defined as the supervisor default printer are automatically modified to use the system default printer instead.
- Reports that use the non-data stream printer as their output device are modified to use the system default printer.

Color Customization

Color Customization allows you to customize the colors of all screen elements. The names of the various screen elements are listed in the *Screen Element* field of the Screen Color Definition screen. The *Background* and *Foreground* fields show the respective colors currently associated with the selected element.

Color Customization is available via a function key that appears in the supervisor profile. The function key does not appear if the feature is disabled. Access to this feature is controlled by the setting in the supervisor's profile and requires the Meridian Terminal Emulator (MTE) software.

The *Foreground Color* and *Background Color* fields allow you to choose the foreground and background colors from a 16-color palette. The colors in the palette are fixed and represent the 16 pure colors displayed on EGA and VGA displays.

Selecting colors

You can select customized colors for your screen elements in two ways.

The first method is to move the cursor to your selections. To select a color for a specific screen element, move the cursor to that element. Use the arrow keys to move the cursor. The –>> sign indicates the active cursor. A —> sign appears before the color that is assigned to the foreground and background of the screen element. To change either color, move the cursor to the *Background* or *Foreground* field, and move the cursor to the color you want to select. You do not need to press {RETURN} to select the color.

More screen elements exist than can fit onto the single screen. Cursor down the *Screen Elements* field to view the rest of the elements and the colors assigned to them.

The ****SAMPLE**** field at the bottom of the display shows the color combination when you press the [Test Settings] key. If you do not like the color combination you chose, simply cursor back to the appropriate field and select different colors.

The second method involves entering the color numbers. To select the background and foreground colors, enter the numbers displayed beside those colors. Move the cursor to the screen element, and enter the number of the background color, the foreground color, and press {RETURN}. The two numbers need to be separated by a comma but no space, for example, 4,12. Press the [Test Settings] key to view your selections in the ****SAMPLE**** field.

Once you have assigned colors to a screen element, move the cursor to the next element you want to change. You do not need to change the assigned colors for all screen elements.

For graphic display definitions, colors can be assigned to the bars in bar graphs. If Color Customization is available, a function key appears at the bottom of the graphic display definition screen.

Because the screen in Figure 27-1 is not in color, you need to refer to Table 27-1 for a list of the colors represented on the screen.

Figure 27-1
Screen color definition screen—sample

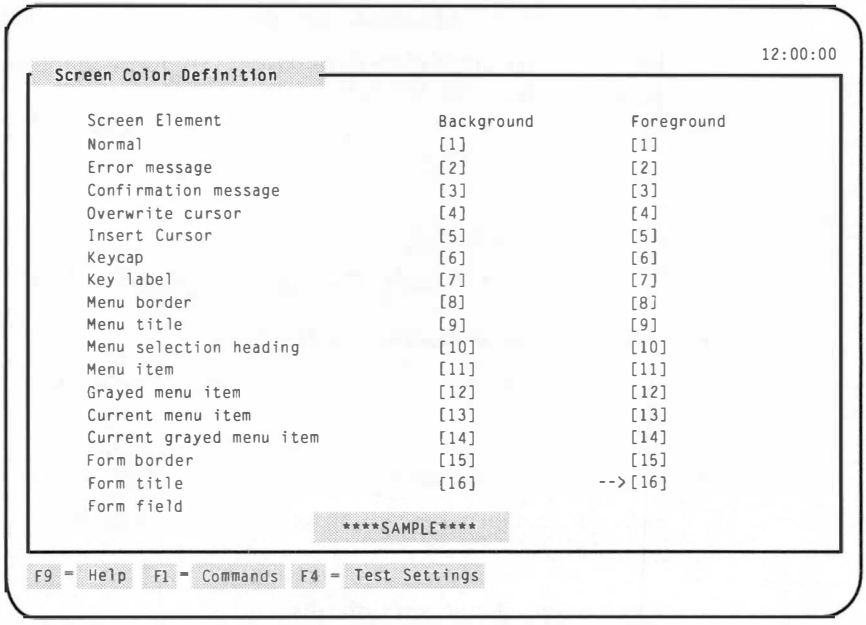


Table 27-1
Screen colors available

Color #	Screen Color	Color #	Screen Color
1	Black	9	Gray
2	Blue	10	Light Blue
3	Green	11	Light Green
4	Cyan	12	Light Cyan
5	Red	13	Light Red
6	Magenta	14	Light Magenta
7	Brown	15	Yellow
8	White	16	High-Intensity White

Reading in colors

When you press the [Commands] key, a pop-up window appears with five options. The sixth option is only available if you are a system administrator.

- **Return to Profile Maintenance** (Supervisor Definition for system administrators)

  Choose this option to return to the Profile Maintenance/Supervisor Definition screen where you can save the color selections.

- **Read saved defaults**

  Select this option to display the color selections you last saved.

- **Read another supervisor's defaults**

  Choose this option if you want to use the color selections of another supervisor.

- **Read system defaults**

  Select this option to use the default colors created by the system administrator.

- **Read original system defaults**

  Choose this option to use the system defaults originally set when the system was installed.

- **Save system defaults**

  Select this option to create new system defaults that can be read by any supervisor. This function is only available for system administrators who are in Supervisor Definition mode.

Table 27-2
Screen elements

Screen Element	Description
Normal	Normal screen text
Error message	Error messages displayed on the bottom line of your screen
Confirmation message	Messages confirming an action. Displayed on the bottom line of your screen.
Overwrite cursor	Cursor shown when in overwrite mode in an editable field.
Insert cursor	Cursor shown when in insert mode in an editable field
Keycap	Actual softkey (For example, {F1})
Key label	Name of the softkey (For example, "Exit")
Menu border	Border of a menu.
Menu title	Title of a menu (top left corner)
Menu selection heading	Sub-heading within a menu
Menu item	Menu item text, other than grayed items
Grayed menu item	Menu items which are not currently selectable
Current menu item	Menu item you are positioned on
Current grayed menu item	Non-selectable menu item you are positioned on
Form border	Border for most screens (forms)
Form title	Title of screen (top right corner)
Form field	Field inside a form
Help window border	Border of the help text window
Help window title	Title of the help text window (top left corner)
Help window topic heading	Sub-heading which shows the name of the help text topic

— continued —

Table 27-2 (continued)
Screen elements

Screen Element	Description
Normal help text	Normal text within the help text window
Highlighted help text	Help text which is highlighted
Status indicators	Items shown on the top line of the screen to show the status of information (For example, "Report Ready")
Headings	Titles of Change Orders created through Configuration Control
CC item ID	Left-most column in Configuration Control screens where the items are listed (for example, ACD-DN)
CC list ID	Entries in a list
New CC parameter value	New values entered in a Configuration Control screen
New CC parameter list value	Changes made to a list
Exception	Clock in upper right corner of screen when the High-Speed Link is down. This element should not be the same color as the one defined for the status indicators.
Emergency call	Name of the agent that appears on the top of the screen indicating an emergency call
SPARE	Agent status screen when no agent is logged into a position.
RESERVED	Agent status screen when the agent is reserved to answer an ACD call from the network
NOT RDY	Agent status screen when agent is in the Not Ready state
WALKAWAY	Agent status screen when agent is in walkaway state
WAITING	Agent status screen when agent is waiting for an ACD call
ACD	Agent status screen when agent is active on an ACD call

— continued —

Table 27-2 (continued)
Screen elements

Screen Element	Description
ACD HOLD	Agent status screen when agent has put an ACD call on hold
DN IN	Agent status screen when agent is active on an incoming DN call
DN IN HOLD	Agent status screen when agent has an incoming DN call on hold
DN OUT	Agent status screen when agent is active on an outgoing DN call
DNO HOLD	Agent status screen when agent has put an outgoing DN call on hold
SPARE (Exception/Graphic)	Queue statistics display for number of agents not logged in
RESERVED (Exception/Graphic)	Agent in reserved state
NOT RDY (Graphic)	Queue statistics screens: shows graphically the number of agents in the Not Ready state
WALKAWAY (Exception/Graphic)	Agent status screen when an agent is in walkaway state and the threshold has been exceeded
WAITING (Exception/Graphic)	Agent status screen when agent is waiting for an ACD call and the threshold has been exceeded. Also in queue statistics screens to show graphically how many agents are waiting for ACD calls
ACD (Exception/Graphic)	Agent status screen when agent is active on an ACD call and the threshold has been exceeded. Also in queue statistics screens to show graphically how many agents are on ACD calls.
ACD HOLD (Exception/Graphic)	Agent status screen when agent has put an ACD call on hold and the threshold had been exceeded

— continued —

Table 27-2 (continued)
Screen elements

Screen Element	Description
DN IN (Exception/Graphic)	Agent status screen when agent is active on an incoming DN call and the threshold has been exceeded. Also in queue statistics screens to show the number of agents on DN calls.
DN IN HOLD (Exception/Graphic)	Agent status screen when agent puts an incoming DN call on hold and the threshold has been exceeded
DN OUT (Exception/Graphic)	Agent status screen when agent is active on an outgoing DN call and the threshold has been exceeded
DNO HOLD (Exception/Graphic)	Agent status screen when agent puts an outgoing DN call on hold and the threshold has been exceeded
UNKNOWN	Agent status screen when agent is logged in but the Meridian 1 has not specified the status of the agent
LOCATED AGENT	Agent located while in agent status screen
CALLS NETWORKED	Queue statistics display screen when ACD-DN is offering calls to the network
CONSULT	The ACD call was released while an agent was attempting to transfer it or incorporate it into a conference call.
CONSULT (Graphic)	Reserved for future use
NOT RDY (Exception)	Agent status screens: when agent has activated the Not Ready key and the threshold has been exceeded

— end —

Saving color selections

To save your color selections, press the [Commands] key and select *"Return to Profile Maintenance."* Save the Profile Maintenance screen. If you are a system administrator, save the Supervisor Definition screen to save the new color selections. The color settings become active after the next login.

Network Automatic Call Distribution (NACD)

Some Meridian MAX systems are equipped with a networking option. Typically, an ACD network consists of a central ACD system in contact with other ACD systems at other locations. These other systems are referred to as nodes in the network. Meridian MAX reports on calls coming into an ACD-DN to be overflowed to another ACD-DN in the same system. NACD allows calls to be overflowed to another ACD-DN in another node in the ACD network.

> ***Note:*** Network ACD is required if either Enhanced Overflow (package 178) or Network ACD (package 207) is equipped on the Meridian 1.

The networking option adds the following features to those already described in this document:

- Real-time displays of network activity
- Historical reports on network activity and performance
- Additional Configuration Control and parameter administration functions

In addition to these new features, some of the standard ACD features described in the previous sections of this document are enhanced by the networking option. Unless otherwise stated, however, your Meridian MAX system performs the same in a networking environment as it does in a non-networking environment.

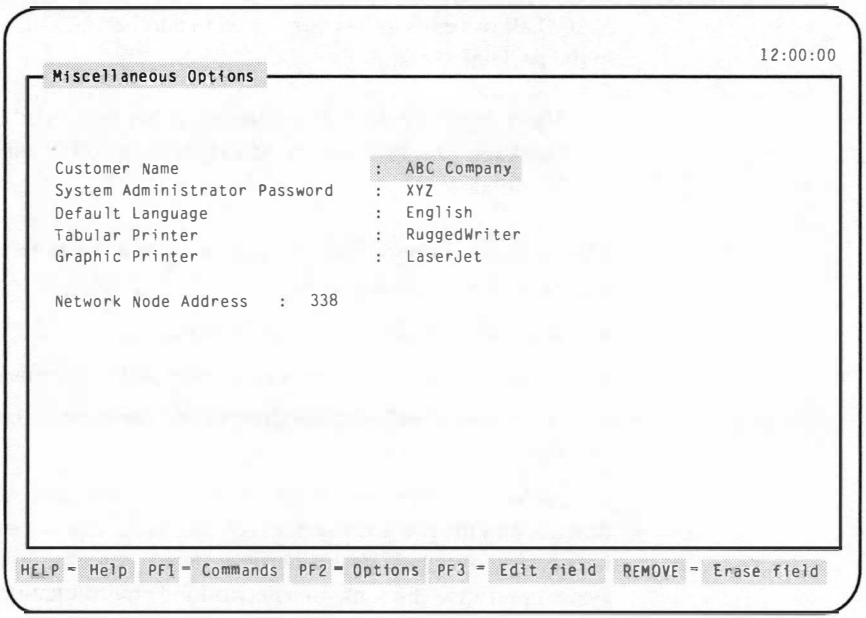
Parameter Administration

Two Parameter Administration screens are affected by NACD: Miscellaneous Options (Figure 28-1) and Threshold Definition (Figure 28-2).

Miscellaneous Options

One field is added to the list of options in the Miscellaneous Options screen, as shown in Figure 28-1. The *Network Node Address* field is the home location code for the Meridian 1. This field only appears if your system has the NACD option enabled. This address is used in reports showing network call traffic. The Network Node Address cannot be changed by the user. It is displayed for information purposes only.

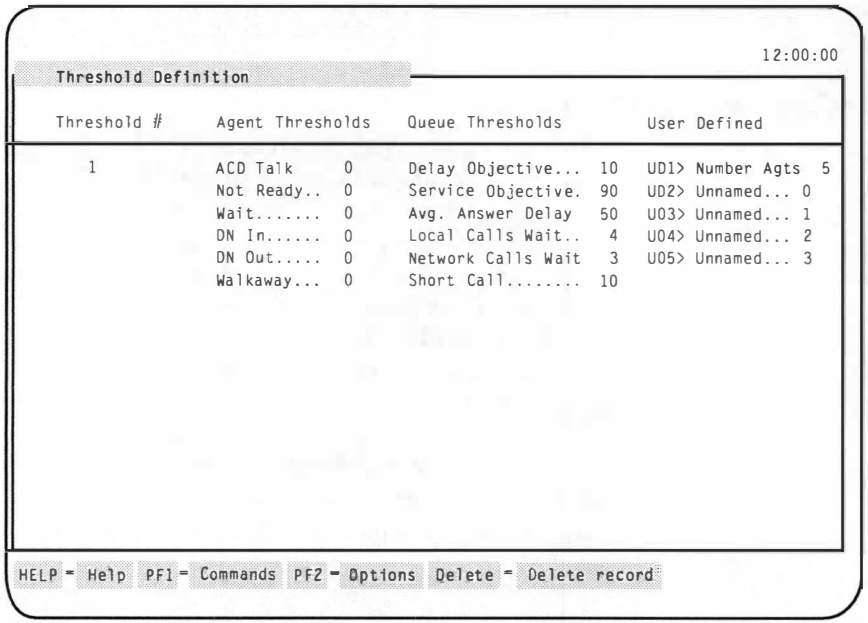
Figure 28-1
NACD features in Parameter Administration's Miscellaneous Options



Threshold Definition

The threshold Network Calls Waiting is added to the standard threshold values on the Threshold Definition screen, as shown in Figure 28-2. This value defines the maximum number of network calls directed to your Meridian MAX system that can wait to be answered by one of your agents. If this threshold is exceeded, the number of network calls waiting is highlighted on the ACD-DN statistics display.

Figure 28-2
NACD features in Parameter Administration's Threshold Definition



Agent displays

When a call is routed to another node on the network, a signal is first sent to ensure that there is an agent available at that node to receive the call. Once this situation is established, the agent is put into a reserved state to ensure that he or she does not receive another call in the time it takes to complete the connection. So, in addition to the statuses that appear on the standard Agent Status Displays, NACD adds a "Reserved" status. On the Queue Statistics Displays, reserved agents are included in the "Waiting" category.

An agent is never reserved for more than the maximum time set on the Meridian 1.

Custom reports

Where appropriate, NACD adds network overflow and interflow data elements to the standard statistics groups. These data elements are combined to form several new data columns available for custom reports, or they can be used to build custom formulas.

Under NACD, networking data is included in several of the data elements as well as in standard data columns. The ACD-DN data column *Calls-Answered*, for example, includes calls overflowed from other nodes in the network.

The new NACD data elements and data columns are listed with the standard statistics groups in the "Report statistics groups" chapter. The effect of networking on the standard data elements and data columns is also noted.

Standard management reports

The changes to the standard data columns, discussed in the preceding section, affect several of the existing standard management reports. In addition, NACD adds three new standard reports that specifically track the performance of the ACD network.

Changes to the standard reports

Under NACD, some of the statistics calculations on the following reports are changed to include the effect of the ACD network on the node. The formats of the reports remain the same. The fields affected are listed below. The details as to how and why they are affected are found in the "Report statistics groups" chapter.

Summarized ACD-DN performance report

Number of Calls Answered, Number of Overflow In Calls Answered, Average Delay (Average Speed of Answer), Service Level %

Delay before answering calls report

Number of Calls Answered, Time Overflow %. Also, the *"Percentage of Calls Answered within"* bins include calls overflowed in from the network.

Agent performance reports

Number of Calls Answered, Average ACD Talk Time, Wait time for an ACD call. Also, the *ACD Manned %.*

Route performance reports

Calls Offered, Service Level %, Calls Answered before the maximum delay threshold, Calls Answered after the service level threshold, CCS.

Standard Meridian MAX networking reports

The following are the three new standard reports that track the performance of the ACD network:

Network Trunk Utilization Report

The Network Trunk Utilization Report describes general trunk usage for incoming and outgoing network calls. An example of a Network Trunk Utilization Report is shown in Figure 28-3.

Diverted Calls Profile Report

The Diverted Calls Profile Report shows where calls, originating at a specific ACD-DN, are ultimately answered. The calls are further broken down into local, networked, and queue count overflow calls. An example of a Diverted Calls Profile Report is shown in Figure 28-4.

Target ACD-DN Calls Profile Report

The Target ACD-DN Calls Profile Report shows the originating source of calls that are ultimately answered at the target ACD-DN. The calls are further broken down into local, networked, and queue count overflow calls. An example of a Target ACD-DN Calls Profile Report is shown in Figure 28-5.

Network Trunk Utilization Report

Network Overflow Incoming CCS

The number of hundred call seconds for network overflow in calls. See "NTOF IN CCS" in the "Trunk statistics" section of the "Report statistics groups" chapter.

Network Overflow Incoming Answd

The number of network overflow in calls answered by agents of this ACD-DN. See "NTOF IN CALLS" in the "Trunk statistics" section of the "Report statistics groups" chapter.

Network Overflow Outgoing CCS

The number of hundred call seconds for network overflow out calls. See NTOF OUT CCS in the "Trunk statistics" section of the "Report statistics groups" chapter.

Network Overflow Outgoing Answd

The number of network overflow out calls answered by agents of one of the target ACD-DNs. See "NTOF OUT CALLS" in the "Trunk statistics" section of the "Report statistics groups" chapter.

Other Incoming CCS

The total number of hundred call seconds. This value is an overall measure of trunk usage. It includes the answering delay for the number of calls answered, the calls abandoned delay, plus the total call time.

Other Incoming Answd

The number of queue-count overflowed, local time-overflowed and network time-overflowed calls answered by agents of the source ACD-DN or by agents of other ACD-DNs.

Figure 28-3
Network Trunk Utilization Report

Network Trunk Utilization Report Page 1
Interval Report

ABC Corporation Date: 04/20/92 Time: 20:14:32

Intervals: All Days: All

ROUTE	TRUNK	ACD-DN	INTVL	----NETWORK OVERFLOW---- --INCOMING-- CCS	ANSWD	--OUTGOING-- CCS	ANSWD	--OTHER--- -INCOMING-- CCS	ANSWD
0	0	850	11:00	0	0	0	0	1	2
		851	11:30	0	0	0	0	0	1
		852	11:00	0	1	0	0	2	3
		853	11:30	0	0	0	0	0	1
		854	11:00	0	0	0	0	1	1
		855	11:00	0	0	0	0	0	1
			11:30	0	0	0	0	2	2
		856	11:00	1	1	0	0	2	5
			11:30	1	1	0	0	5	2
		857	11:00	0	0	0	0	2	3
			11:30	0	1	0	0	1	2
		858	11:00	1	1	0	0	2	3
			11:30	0	0	0	0	0	1
		859	11:00	0	0	0	0	0	0
			11:30	0	0	0	0	1	2
		860	11:00	0	0	0	0	1	1
		861	11:00	0	0	0	0	1	1
			11:30	0	0	0	0	1	1
		862	11:00	0	0	0	0	2	3
		863	11:00	0	0	0	0	1	2
			11:30	0	0	0	0	1	1
		864	11:00	0	0	0	0	0	1
		865	11:00	0	0	0	0	2	2
			11:30	2	1	0	0	4	4
		866	11:00	1	0	0	0	4	3
			11:30	0	1	0	0	3	5
		867	11:30	0	0	0	0	3	4
		868	11:00	0	0	0	0	2	2
			11:30	0	0	0	0	4	4
0				6	7	0	0	48	63

Diverted Calls Profile Report

The intent of this report (see Figure 28-4) is to provide the breakdown of answered calls for calls that originated at the customer's node. Therefore, it is necessary when specifying parameters for this report to provide the customer's node ID as parameter to the source node ID field.

> *Note:* If the customer's node ID is not provided as parameter to the source node ID then the report data is meaningless.

Calls Answered TOT

The number of calls originating at the source ACD-DN on the customer's node that were answered by agents of the destination node/ACD-DN. This number includes calls which basic, enhanced and network time overflowed or queue count overflowed into the destination ACD-DN.

Calls Answered Local TOF

The number of calls originating at the source ACD-DN on the customer's node that were answered by agents of the destination ACD-DN and basic and enhanced time overflowed into the destination ACD-DN. This field is zero where the source and destination ACD-DNs are on different nodes. See "LTOF CALLS" in the "Overflow statistics" section of the "Report statistics groups" chapter.

Calls Answered NTWK TOF

The number of calls originating at the source ACD-DN on the customer's node that were answered by agents of the destination node/ACD-DN and network time overflowed into the destination ACD-DN. This field is zero where the source and destination ACD-DNs are on the same node. See "NTOF OUT CALLS" in the "Overflow statistics" section of the "Report statistics groups" chapter.

Calls Answered QOVF

The number of calls originating at the source ACD-DN on the customer's node that were answered by agents of the destination ACD-DN and queue-count overflowed into the destination ACD-DN. This field is zero when the destination ACD-DN is on a remote node.

AVG ANS Delay

The average speed of answer from a source ACD-DN perspective. This statistic includes the time delay for basic, enhanced and network time overflowed calls.

Diverted Interflow

The number of calls which interflowed out of the source ACD-DN on the customer's node due to interflow or night service. This field is zero where the source and destination ACD-DNs are not equal, since calls interflowed do not first overflow.

Figure 28-4
Diverted Calls Profile Report

```
                          Diverted Call Profile Report                    Page 1
                                Interval Report

ABC Corporation                                    Date: 09/19/92  Time: 16:29:24

Intervals: All  Days: All

SOURCE    DESTINATION      INTVL    -CALLS ANSWERED-     TOT       AVG   DIVERTED
ACD-DN    NODE/ACD-DN                   ----TOF---      NUM       ANS   INTERFLOW
                                     TOT LOCAL NTWK     QOVF     DELAY

523       338   887        11:00      2     0   0        0        58        0
            111-1854       11:00      1     0   0        0        24        0
            111-1863       11:00      1     0   0        0        39        0
            111-1874       11:00      1     0   0        0        22        0
- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -
523                                    5     1   1        0        40        0
- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -
524       338   856        11:30      1     0   0        0        18        0
- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -
524                                    1     0   0        0        18        0
- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -
525       338   851        11:30      1     0   0        0        97        0
              857        11:30      1     0   0        0        95        0
              858        11:00      1     0   0        0        56        0
              863        11:00      1     0   0        0        29        0
              866        11:00      1     0   0        0        24        0
              872        11:00      1     0   0        0        31        0
            111-1857       11:00      1     0   0        0        11        0
            111-1866       11:00      1     0   0        0        17        0
            111-1869       11:30      1     0   0        0        35        0
            111-1877       11:00      1     0   0        0        18        0
- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -
525                                   10     0   0        0        41        0
- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -
```

Target ACD-DN Calls Profile Report

The intent of this report, shown in Figure 28-5, is to provide the breakdown of where answered calls at the customer's node originated on the network. Therefore, it is necessary when specifying parameters for this report, to provide the customer's node ID as the parameter to the destination node ID field.

> ***Note:*** If the customer's node ID is not used as the parameter to the destination node ID field, then the report data is meaningless.

Calls Answered TOT

The number of calls answered by agents of the destination ACD-DN on the customer's node that originated at the source node/ACD-DN. This value includes calls which basic, enhanced and network time overflowed or queue count overflowed into the destination ACD-DN.

Calls Answered Local TOF

The number of calls answered by agents of the destination ACD-DN on the customer's node that originated at the source ACD-DN and basic and enhanced time overflowed into the destination ACD-DN. This field is zero in data records where the source and destination ACD-DNs are either on different nodes or are equal. See "LTOF CALLS" in the "Overflow statistics" section of "Report statistics groups" chapter in this document.

Calls Answered NTWK TOF

The number of calls answered by agents of the destination ACD-DN on the customer's node that originated at the source node/ACD-DN and network time overflowed into the destination ACD-DN. This field is zero where the source and destination ACD-DNs are on the same node. See "NTOF CALLS" in the "Overflow statistics" section of "Report statistics groups" in this document.

Calls Answered QOVF

The number of calls answered by agents of the destination ACD-DN on the customer's node that originated at the source ACD-DN and queue-count overflowed into the destination ACD-DN. This field is zero where the source and destination ACD-DN are equal or when the destination ACD-DN is on a remote node.

AVG ANS Delay TOT

Average speed of answer from a source ACD-DN perspective. This statistic includes the time delay for basic, enhanced and network time overflowed calls.

AVG ANS Delay DST

Average speed of answer from a destination ACD-DN perspective. This statistic includes the time delay for enhanced and network time overflowed calls.

Figure 28-5
Target ACD-DN Calls Profile Report

Target ACD-DN Calls Profile Report — Page 9
Interval Report

ABC Corporation — Date: 09/19/92 — Time: 16:30:15

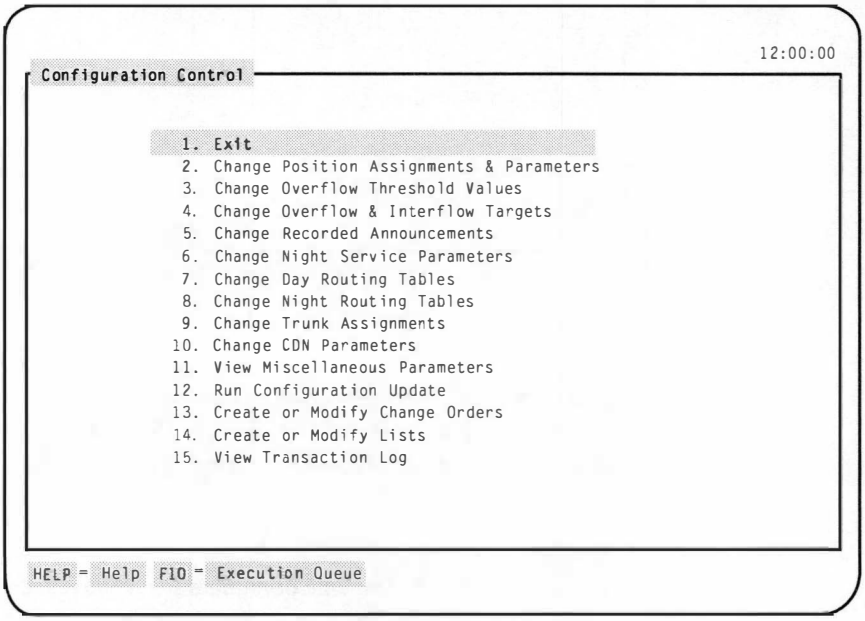
Intervals: All Days: All

DESTINATION ACD-DN	SOURCE NODE	SOURCE ACD-DN	INTVL	CALLS ANSWERED TOT	TOF LOCAL	TOF NTWK	TOT NUM OOVF	AVG ANS DELAY TOT SEC	AVG ANS DELAY DST SEC
111-1853	338	111-1852	11:00	1	1	0	0	12	2
		111-1853	11:00	7	0	0	0	2	2
			11:30	2	0	0	0	1	1
111-1853				10	1	0	0	3	2
111-1854	338	111-1863	11:30	2	2	0	0	17	3
		111-1854	11:00	3	0	0	0	1	1
			11:30	1	0	0	0	2	2
			11:00	1	0	1	0	24	0
111-1854				7	2	1	0	9	2
111-1855	338	111-1855	11:00	3	0	0	0	1	1
			11:30	2	0	0	0	3	3
111-1855				5	0	0	0	2	2
111-1857	338	111-1857	11:00	6	0	0	0	14	14
			11:30	1	0	0	0	1	1
	368	111-1858	11:30	2	2	0	0	12	2
			11:00	1	0	1	0	11	0
111-1857				10	2	1	0	12	9

Configuration Control menu

If your system includes NACD, two additional choices appear on the Configuration Control Menu: "*Change Day Routing Tables*" and "*Change Night Routing Tables*". These changes can be seen in Figure 28-6. New or changed values entered for these tables are not validated individually and are only validated when the entire screen is executed. NACD also adds one column, *Network Queue Size* to the Configuration Control Thresholds screen.

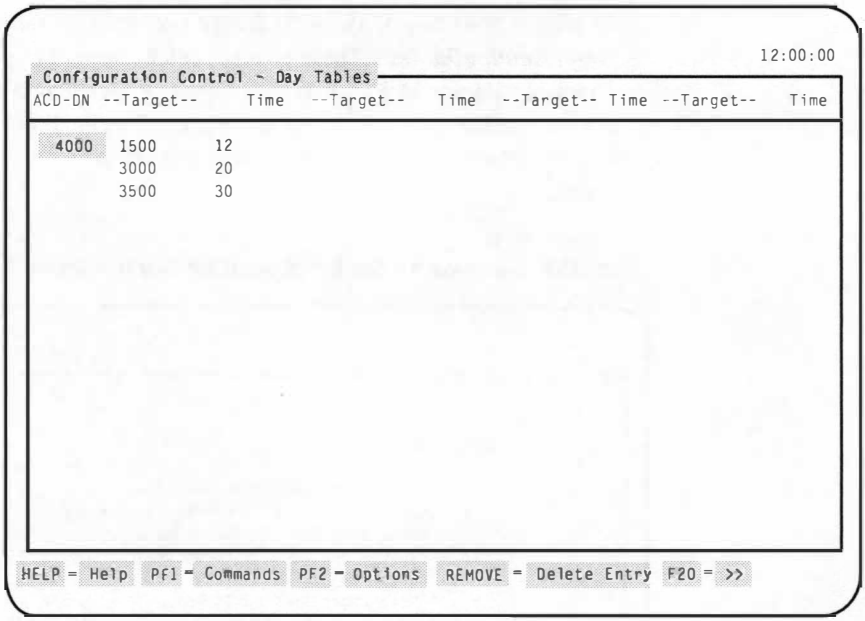
Figure 28-6
NACD functions on the Configuration Control menu



Change day routing table

The day routing table, shown in Figure 28-7, is used to route incoming calls during normal daily operation. A day routing table cannot be defined for a queue for which you have defined a time overflow threshold.

Figure 28-7
Configuration Control—Day Tables screen



ACD-DN

ACD-DN is the ACD-DN name or number from which the calls overflow (the source). It can only be a local ACD-DN. Entering a "*" in this field displays a list of the ACD-DNs on your system and the table values assigned to them.

Target

Target is the ACD-DN name or number that receives the overflow calls. It can be a local ACD-DN or an ACD-DN on any node in the network. You may have no more than 20 Target ACD-DNs for each source ACD-DN.

Time

Time is the threshold in seconds after which a call is eligible for overflowing to the specified target queue. You must enter an even-numbered time for this field (multiples of two only). In the above example, if a call waits in queue 4000 for more than twelve seconds, it is eligible for overflow to queue 1500. If the call has still not been answered after 20 seconds, it is eligible for overflow to queue 3000. Any of the three queues can answer the call.

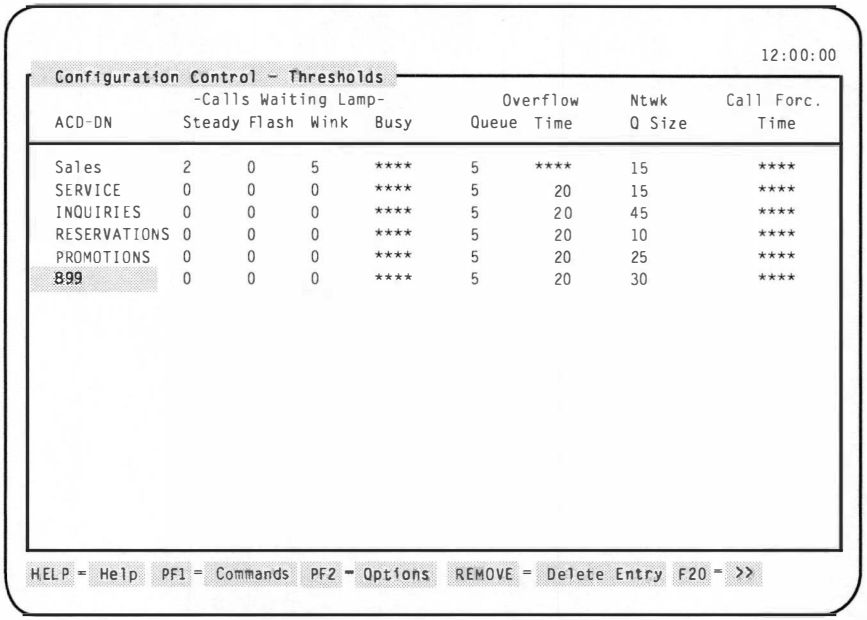
Change night routing table

The night routing table is identical to the day routing table except that it is used to route incoming calls when your system is in night service. A night routing table cannot be defined for a queue for which you have defined a night number.

Change overflow threshold values

As seen Figure 28-8 below, NACD adds one field, *Network Queue Size*, to the Configuration Control Thresholds screen. This field also appears in the Configuration Control Window on queue status displays.

Figure 28-8
Configuration Control—Thresholds screen



Network Queue Size

Sets the limit on the number of calls received locally and from other nodes that can be queued to the ACD-DN.

Remote activities

NAC communication

NAC is supported in English and French (accented characters are not supported). Ensure that all communications with the NAC are made in English or French (with non-accented characters).

NAC connectivity

The NAC Connectivity feature has been extended in Meridian MAX 6 to support the new features of NAC 2 while maintaining backwards compatibility with NAC 1.

The components in the NAC Connectivity feature which support NAC 1 and NAC 2 include:

- network historical reports

  NAC requires historical data from each Meridian MAX node to generate a consolidated report. Three new statistical groups have been added to NAC 2 to provide additional historical data: CDN, CDN Call Answer Breakdown, and RAN Route. However, the two CDN statistical groups are only available if the EAR/CCR purchasable option is enabled. The RAN Route statistics group is only available if the Meridian MAX is connected to a Meridian 1 running Release 17 or higher. If a NAC 2 report requests data in a statistics group when it is not available, the NAC report's banner page includes an entry saying "Requested data is not supported."

- remote printing

  This component allows nodal reports to be printed. For more information, refer to the "Remote printing" section in this chapter.

- network real-time statistics

  This component provides real-time statistical data. NAC 2 also provides real-time statistics for CDN queues.

- Network Configuration Control

  This component sends/executes configuration control commands to/from NAC.

- Supervisor Messaging

  This component sends/receives administrator messages to/from NAC/MAX supervisors.

Remote printing

The Remote Printing feature allows a nodal supervisor to send nodal reports to the default NAC printer at the NAC site for printing. This feature allows nodal and network supervisors to view the same report at the same time. Remote printing is useful when dealing with a problem that requires consultations with the NAC. The system administrator can also use the Remote Supervisor Login feature to send agent performance reports to the NAC.

Procedure

To use the Remote Printing feature, you must have:

- the Meridian MAX system.
- properly installed the hardware required to connect your Meridian MAX node to the NAC system (for example, modem and cabling).
- specifically assigned a communications port for the Network Link.
- enabled the *Remote Printing* field in the Supervisor Definition feature for the supervisors/administrators who are permitted to send the report.

The Remote Printing feature causes the new option "Remote Printer" to appear whenever a supervisor/administrator selects an output device (for example, printer and workstation), providing the supervisor/administrator is permitted to use this feature.

Dial-up supervisor

The Dial-up Supervisor feature connects the Meridian MAX with a supervisor workstation by using modems and telephones. The following steps must be performed to use this feature.

- Ports must be specifically assigned for this purpose at the Meridian MAX site.
- Modems must be attached to these ports at the Meridian MAX end and the remote supervisor terminal at the other end.
- Modems must be powered on.

This feature allows you to set up supervisor workstations away from the Meridian MAX site. For example, you can set up a remote supervisor workstation in a building other than the building where the Meridian MAX system is located.

Each time this feature is accessed, the system asks you to define the configuration of the terminal being used. To change the terminal configuration, you must log off and dial-up again to choose the new configuration.

A remote supervisor must use a Supervisor ID defined at the Meridian MAX site the supervisor is logging into. The Supervisor Definition for the Supervisor ID controls the features the remote supervisor can access. An NAC supervisor could also use this feature via the Remote Supervisor Login feature.

WARNING

System security
Anyone with the correct information could access the Dial-up Supervisor feature.

Remote supervisor login

The Remote Supervisor Login feature allows the network supervisor to log onto any Meridian MAX node as a nodal supervisor. Only nodes which are connected to the network can be accessed in this manner.

> *Note:* Only the NAC personnel have access to this feature. Remote Supervisor Login is not available to Meridian MAX supervisors/administrators. Refer to the "Dial-up supervisor" subsection in this chapter for related information on this topic.

All of the nodal supervisor capabilities are available to the remote network supervisor. This feature allow the network supervisor to fill in for an absent nodal supervisor.

A remote supervisor must use a Supervisor ID defined at the Meridian MAX site the supervisor is logging into. The Supervisor Definition for the Supervisor ID controls the features the remote supervisor can access. For example, a network supervisor may be permitted to issue Network Configuration Control commands while logged into the NAC as a network supervisor. However, he or she may be unable to issue Configuration Control commands while logged into a nodal Meridian MAX site because the nodal supervisor ID used does not include permission to use Configuration Control.

There is no indicator to show users that a Supervisor ID is actually a remote supervisor. Providing you have enough spare Supervisor IDs available, it is recommended you create generic remote supervisor definitions and assign a specific range of Supervisor IDs to these definitions. For example, you might use a supervisor ID range from 800x series, with the first remote supervisor ID set to 8000, the second remote supervisor ID is 8001, and so on. In this way you can distinguish between remote users and nodal users.

Improving system performance

The following section is aimed at maximizing your ACD system operations. By monitoring the ACD system, you can identify aspects which need fine-tuning. Suggestions are made to manage both ACD operations and potential technical problems.

Queue performance

Any of the following processes can be used to improve queue operations.

Decrease direct call processing

The supervisor could ask agents to decrease the time spent on direct call processing (ACD talk time). This decrease has to be considered for each queue separately because work times can vary.

Some of the direct call processing may require agents to leave their positions to get files relating to their calls. You could verify whether your filing system is effective.

You should try to lower the direct call processing times only to the point where efficiency is achieved and customer service remains satisfactory.

Decrease post-call processing time

The supervisor could ask agents to keep post-call processing or any Not Ready time to a minimum. However, a certain amount of time may have to be spent on this type of work. The agent may have to make up a ticket or fill out a form relating to a call. High post-call processing times may indicate that too much paperwork is associated with each call.

Minimize DN calls

The supervisor could ask the agents to minimize calls made on DN keys. This situation depends on whether the agents have to place confirmation or stock room calls.

Overflow calls

Another solution may be to overflow calls, when a queue is busy, into a less busy queue. This process can be done, as long as the agents at the target queue can handle the type of service requested by callers.

Overflow and Interflow are discussed in the *ACD Supervisor's Telephone User Guide* (P0689707). For more detailed information, refer to *ACD Advanced Features* (NTP 553-2671-101).

Modify trunk assignments

You can modify the assignment of trunks or change trunk priorities to ensure all callers receive satisfactory service.

Minimize wait time

You can minimize the wait time of agents by using the Call Forcing option to put calls through to the agents quickly.

Schedule agent breaks and meals

If the AVG DEL and LONG DEL statistics are high often because of lunch hour or break times, the breaks may have to be staggered or scheduled for less busy times of day.

Train agents

Ensure all telephone agents have read the *ACD Agent's Telephone User Guide* document reference. The supervisor could check the Agent Performance reports to see if particular agents have high call processing times. Perhaps these agents need more training or need to be moved closer to reference material.

Motivate agents

The supervisor could motivate the agents in the queue by showing them the Summarized ACD-DN Performance Report. They could point out how many calls are abandoned, and indicate that this factor could mean lost revenue. Introducing competition among agents may also encourage them to increase their productivity.

Increase number of agents

A long-term approach is to change the number of agents in the queues. You may be able to add agents or move them from other queues. Providing the agents can handle the work, you can reassign them using Configuration Control. You can also increase the number of agents during busy intervals.

Use the priority agent feature

The Priority Agent Feature can be used to rank agents in order of experience, so that more experienced agents are assigned a higher priority and, consequently, handle more calls. Less experienced agents have a lower priority and deal with calls only when all the experienced agents are busy. This strategy gives new agents more time during their training period to observe and learn from experienced agents.

The Priority Agent Feature can be used to bring supervisors into service automatically during peak traffic periods. If the supervisors have the lowest priority on the system, they answer calls only when all the agents are busy. This strategy can also be used in operations where an agent or group of agents are needed on the ACD system only during peak traffic periods.

Change RAN schedule

To reduce the number of calls abandoned, you can change the scheduling of your recorded announcements.

Increase number of trunks

The amount of incoming traffic is partly determined by the number of trunks you have. If you find your trunk routes are busy, you may want to add more.

For example, if the CCS for a 1/2 hour interval is 18, that trunk was busy constantly.

Report control

Set the RPRT option (for Report Control) on the Meridian 1 switch to "NO" for ACD-DNs with no positions reported or for ACD-DNs with positions that exceed the defined maximum.

Lowering the number of abandoned calls

You can use any of the following methods to reduce the number of abandoned calls:

Change recorded announcements

Check the Delay Before Answering Calls Report and the Delay Before Abandoning Calls Report. These reports tell you how long callers wait and at what point they abandon their calls. You can make adjustments to the scheduling of recorded announcements or music to make sure callers hear the announcement before they abandon. Callers would know they reached the right place, and would be notified of a short delay which may encouraged them to wait.

Add RAN trunks

To make sure more callers hear the recorded announcement, you can increase the number of recorded announcement trunks.

Set trunk priority

To ensure all callers are getting satisfactory service, you can assign or modify trunk priorities.

Troubleshooting

Meridian MAX offers great flexibility which may result in some problems that can be avoided with a little care.

Terminal problems

Your terminal returns to the log-in screen

Your session may have been overridden by another supervisor. Contact others in your system to check supervisor ID's.

Slow response

If the next screen is slow in coming up at your terminal, it may mean that the auxiliary processor is very busy with a long report or large amounts of data. Be patient and do not press keys repeatedly.

Screen is locked

If the screen does not respond to your commands, you may have done one of several things.

- You pressed {HOLD SCREEN} by accident. (Some terminals are equipped with a hold indicator on the screen or the keyboard.) Try pressing {HOLD SCREEN} and then {ENTER}. If this does not work, press {HOLD SCREEN} again to deactivate the function.
- You pressed {CONTROL}{S} by accident. Try pressing {CONTROL}{Q}.

Report problems

Scheduled reports not printing

In the schedule definition, check that the time range covers the specific scheduled times.

> *Note*: When a system is configured with two printers, one is normally defined as a graphic reports printer and the other as a tabular reports printer. Should one of the printers not be working, output does not automatically route to the other printer.

Ad hoc reports not printing

Check the report definition for the requested report. Remember, too, that a printer must be selected as the output device.

Report Display does not appear on screen

Check the report definition for the requested report. Remember that VDT must be selected as the output device.

> ***Note:*** Scheduled reports are routed to the customer default printer if the output device is specified as VDT in the original report parameter definition.

Meridian MAX performance

If the maximum defined number for a Basic ACD system parameter in the Meridian MAX system is exceeded, the following problems may occur:

- Reporting for some ACD system parameters may be inconsistent between real-time statistics screens and reports. Contact your System Administrator.
- Some known ACD system parameters do not appear anywhere on the system. Contact your System Administrator.

  Note: To avoid potential problems resulting from exceeding the Basic ACD system parameter maximums, contact your Northern Telecom representative to increase your system limits.

For more information on Basic ACD system parameters, refer to the "Meridian MAX system" chapter, "Meridian MAX 6 system limits" section.

SDA limitations

In the unlikely event that I/O errors occur during the Supervisor Display Access (SDA) session, the port where the SDA session is running may become stuck. The port may remain unusable until the system is rebooted. Only the IPE platform has SDA. Refer to the *Meridian MAX 6 Maintenance and Diagnostics Guide* (NTP 553-4001-811),"Fault isolation checklist" chapter.

Display statistics groups

The display statistics gathered by the Meridian MAX system are grouped into two groups: ACD-DN Statistics Group and CDN Statistics Group.

If the Meridian MAX system is connected to a NAC, statistics information is also sent to the NAC. The tables in this section define the fields available in each of the statistics groups.

These tables show the fields available in each statistics group.

To design a custom display, choose fields from a selection menu. The fields in these menus are generally self-explanatory; the report headings for these fields are often not. For instance, if you choose "Number of calls that time overflowed in" the standard column heading on your report reads "TOF IN CALLS."

All of the fields are stored in the Display Definition – Formula Definition feature. Consequently the tables in this chapter are arranged in the same order as they appear in the Display Definition – Formula Definition feature.

> ***Note:*** Some of the fields in these tables may not be available to you. Field availability depends on the specific release of the Meridian 1 software you are using, as well as the features configured on the Meridian 1. Some statistics groups may not be available depending on purchasable options.

Some statistics are different if the NACD and/or CCR/EAR option is enabled. Some statistics groups also include statistics about IVR (calls handled by ACD-DNs dedicated to an IVR). These statistics are included in the tables.

ACD-DN statistics

The statistics collected for each ACD-DN view the ACD-DN from the perspective of the Destination ACD-DN. This group includes statistics related to calls over the network (if the NACD option is equipped on the Meridian MAX system).

Data fields

The following is a list of the data fields available in the ACD-DN Statistics Group when you are using Formula Definition from within Display Definition. Also shown is a description of how the statistic field is calculated.

The field numbering given in this document is for reference purposes only. The actual menu item numbers that the supervisor would see may be different than these numbers, depending on the options installed on the customers system.

> ***Note:*** An * (asterisk) beside the field name indicates a field that exists only when the NACD option is enabled.
>
> A ** (double asterisk) beside the field name indicates that the number of abandoned calls does not include calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. For more information on enabling or disabling the Night Call Abandon Reporting feature, refer to *Meridian MAX 6 Maintenance and Diagnostics Guide* (NTP 553-4001-811), "Maintenance and administration programs: system shutdown" chapter, "View/Modify Meridian MAX Options" section.

Calls Answered

The number of calls that were answered by agents of the ACD-DN.

Calls Abandoned **

The number of calls which were abandoned by the caller while waiting to be answered by an agent in the ACD-DN. This includes calls that were abandoned while receiving IVR treatment (when the CCR option is enabled).

Num Ans After Thrsh

The number of calls answered after the threshold for the ACD-DN.

Num Abd After Thrsh **
The number of calls abandoned after the threshold for the ACD-DN.

Basic TOF Calls
The number of basic time-overflow calls answered at the ACD-DN.

Num TOF In Calls
The number of calls that time-overflowed into the ACD-DN and were answered at the ACD-DN.

Num TOF Out Calls
The number of calls that time-overflowed out of the ACD-DN and were answered at another ACD-DN.

Calls in Queue
The number of calls awaiting service in the queue. It does not include Enhanced Overflow (ETOF) or CCR calls in queue.

ETOF Virtually Queued
The number of calls in queue due to Day/Night Routing.

CCR Virtually Queued
The number of calls in queue due to CCR Controlled mode queuing.

Positions Manned
The number of positions assigned to the queue where an agent is logged in.

Positions Spare
The number of positions assigned to the queue that are currently not manned.

Positions ACD Calls
The number of positions assigned to the queue that are active on an ACD call.

Positions Waiting
The number of positions assigned to the queue that are currently idle.

Positions Not Ready
The number of positions assigned to the queue that are currently in the Not Ready state.

Total Answer Delay
The total delay experienced by all answered calls.

Num NTOF Calls*
The number of network calls that were answered at the ACD-DN.

NTOF Ans After Thrsh*
The number of network calls answered after the threshold for the ACD-DN.

Calls Overflow Ntwk*
The total number of calls that were offered to the network.

Ntwk Calls Abandoned*
The number of calls to the ACD-DN that were abandoned after being offered to the network.

Calls Answer Remote*
The number of calls offered to the network that were answered in the network.

Network In Waiting*
The number of network calls still waiting to be answered at the ACD-DN.

Network Out Waiting*
The number of calls to the ACD-DN that were offered to the network that are still waiting to be answered.

Tot NTOF Dst Delay*
Answering delay at destination queue for networked calls.

Tot NTOF Delay*
Total answering delay, at destination and source queues for networked calls.

Tot NTOF Out Delay*
Delay for calls answered remotely.

Statistics fields

The following table lists the statistics fields available in the ACD-DN Statistics Group when you are using Quadrant Definition.

Table 31-1
ACD-DN statistics fields when using Quadrant Definition

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
10.Total number of calls answered **TOT** **CALLS** **ANSWD** ***Tot Answered*** The number of calls that were answered by agents of the ACD-DN. Calls Answered
11.Total number of calls abandoned **TOT** **CALLS** **ABAND** ***Tot Abandnd*** The number of calls which were abandoned by the caller while waiting to be answered by an agent in the ACD-DN. This number includes calls that were abandoned while receiving IVR treatment (when the CCR option is enabled). However, it excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. Calls Abandoned
12.Time Overflow In **TOF** **IN** ***TOF In*** The number of calls that time-overflowed into the ACD-DN and where answered at the ACD-DN. Num TOF In Calls
— continued —

Table 31-1 (continued)
ACD-DN statistics fields when using Quadrant Definition

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
13.Time Overflow Out **TOF** **OUT** ***TOF Out*** The number of calls that time-overflowed out of the ACD-DN and where answered at another ACD-DN. Num TOF Out Calls
14.Calls In Queue **CALLS** **WAIT** ***Calls Wait*** The number of calls to the ACD-DN that are awaiting service in the queue, but not yet presented to an agent position. It does not include Enhanced Overflow or CCR calls in queue. Calls In Queue
15.Positions Manned **POSN** **MAN** ***Manned*** The number of positions assigned to the queue where an agent is logged in. Positions Manned
16.Positions Spare **POSN** **SPARE** ***Spare*** The number of positions assigned to the queue that are currently not manned. Positions Spare

— continued —

Table 31-1 (continued)
ACD-DN statistics fields when using Quadrant Definition

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
17.Positions Not Ready **POSN** **NOT** **READY** ***Not Ready*** The number of positions assigned to the queue that are currently in the Not Ready state. Positions Not Ready
18.Positions Waiting **POSN** **WAIT** ***Waiting*** The number of positions assigned to the queue that are currently idle. Positions Waiting
19.Positions on ACD Calls **POSN** **ACD** **CALLS** ***ACD Call*** The number of positions assigned to the queue that are active on an ACD call. Positions ACD Calls
20.Positions on DN Calls **POSN** **DN** **CALLS** ***DN Call*** The number of positions assigned to the queue that are active on calls other than ACD calls. Position DN Calls

— continued —

Table 31-1 (continued)
ACD-DN statistics fields when using Quadrant Definition

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
21.Average answering delay **AVG** **ANS** **DEL** ***Avg Ans Del*** The average answering delay for the calls in the Calls Answered field. Total Answer Delay / (Calls Answered - Basic TOF Calls)
22.Telephone service level **SRV** **LVL** **%** ***Service Lvl*** The Telephone Service Level % of calls answered or abandoned within the defined threshold time. 100 - (100 * (Calls Ans Aft Thres + Calls Abd Aft Thres) / (Calls Answered + Calls Abandoned))
23.Virtual Calls Waiting **VIRT** **CALLS** **WAIT** ***Virtual Wait*** The number of calls logically queued to the ACD-DN due to Day/Night Routing and/or CCR controlled mode. ETOF Virtually Queued + CCR Virtually Queued

— continued —

Table 31-1 (continued)
ACD-DN statistics fields when using Quadrant Definition

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
24.Network Overflow In Calls Answered **NTOF** **CALLS** **ANS** ***NTOF Calls*** The number of network calls that were answered at the ACD-DN. This value is only calculated if your system has the NACD option enabled. Num NTOF Calls
25.Calls Overflowed to the network **NTWK** **OFFR** ***Ntwk Offer*** The number of calls to the ACD-DN that have been queued to one or more network ACD-DNs. This value is only calculated if your system has the NACD option enabled. Calls Overflow Ntwk
26.Calls Abandoned after overflowing to the network **CALL** **ABD** **NTWK** ***Abd NTOF Call*** The number of calls to the ACD-DN that were abandoned after having been queued to one or more network ACD-DNs. This value is only calculated if your system has the NACD option enabled. Ntwk Calls Abandoned

— continued —

Table 31-1 (continued)
ACD-DN statistics fields when using Quadrant Definition

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
27.Calls Overflowed and answered remotely **CALL** **ANS** **NTWK** ***Ans Remote*** The number of calls to the ACD-DN that were answered by a network ACD-DN. This value is only calculated if your system has the NACD option enabled. Calls Answer Remote
28.Network Overflow In calls waiting **NTOF** **IN** **CIQ** ***NTOF In CIQ*** The number of calls queued to the ACD-DN from other ACD-DNs in the network. This value is only calculated if your system has the NACD option enabled. Network In Waiting
29.Network Overflow Out calls waiting **NTOF** **OUT** **CIQ** ***NTOF Out CIQ*** The number of calls to the ACD-DN that are queued to ACD-DNs in the network. This value is only calculated if your system has the NACD option enabled. Network Out Waiting

— continued —

Table 31-1 (continued)
ACD-DN statistics fields when using Quadrant Definition

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
30.Average Nodal answering delay **AVG** **DST** **DLY** ***Avg Dst Dly*** The average answering delay for network calls answered by the ACD-DN. This includes only the delay at the ACD-DN but does not include the delay at the network ACD-DN. This value is only calculated if your system has the NACD option enabled. Tot NTOF Dst Delay / Num NTOF Calls
31.Average Total answering delay **AVG** **TOT** **DLY** ***Avg Tot Dly*** The average answering delay experienced by network calls answered by the ACD-DN. This includes the delay at the network ACD-DN as well as the delay at the ACD-DN. This value is only calculated if your system has the NACD option enabled. Tot NTOF Delay / Num NTOF Calls
32.Service Level on Network Calls **NTOF** **SRV** **LVL %** ***NTOF Srv Lvl*** The Telephone Service Level % of network calls answered at the ACD-DN within the defined threshold time for the ACD-DN. The delay considered is only the delay at the ACD-DN and does not include any delay at the network ACD-DN. This value is only calculated if your system has the NACD option enabled. 100 - (NTOF Ans After Thrsh * 100)/ Num NTOF Calls

— continued —

Table 31-1 (continued)
ACD-DN statistics fields when using Quadrant Definition

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
33.Average Answer Delay on Network Calls **AVG** **NTWK** **DLY** ***Avg Ntwk Dly*** The average answering delay experienced by the called for calls to the ACD-DN that were answered by a network ACD-DN. This value is only calculated if your system has the NACD option enabled. Tot NTOF Out Delay / Calls Answer Remote
— end —

CDN statistics

The statistics collected for each Control DN. This statistics group is only available if the CCR/EAR option is enabled.

Data fields

The following is a list of the data fields available in the CDN Statistics Group when you are using Formula Definition from within Display Definition. Also shown is a description of how the statistic field is calculated.

The field numbering given in this document is for reference purposes only. The actual menu item numbers that the supervisor would see may be different than these numbers, depending on the options installed on the customers system.

Calls Answered

The number of calls which were answered by a CDN in controlled mode.

Calls Abandoned

The number of calls which were abandoned by a CDN in controlled mode.

Num Ans Aft Thrsh

The number of calls answered after the threshold for the CDN.

Num Abd Aft Thrsh

The number of calls abandoned after the threshold for the CDN.

Calls in Queue

The number of calls queued at the CDN. Incoming calls to a CDN in default mode do not queue at the CDN so are not reflected in this count.

Calls Forced Busy

The number of CDN calls given the "Force Busy" CCR operation plus the number of calls that were busy because of the call ceiling.

Calls Routed

The number of CDN calls given the CCR operation of either "Route To", or "Give IVR" and then were transferred by the IVR application.

Calls Disconnected

The number of CDN calls given the "Force Busy" CCR operation.

Calls to Default ACD-DN

The number of calls directed to the Default ACD-DN for the CDN.

Total Answer Delay

The total answering delay calls answered.

Statistics fields

The following table lists the statistics fields available in the CDN Statistics Group when you are using Quadrant Definition.

Table 31-2
CDN statistics fields when using Formula definition within Display Definition

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
10.Total number of calls answered **TOT** **CALLS** **ANSWD** ***Tot Answered*** The number of calls which were answered by a CDN in controlled mode. Calls Answered
11.Total number of calls abandoned **TOT** **CALLS** **ABAND** ***Tot Abandnd*** The number of calls which were abandoned by a CDN in controlled mode. Calls Abandoned
12.Calls in Queue **CALLS** **WAIT** ***Calls Wait*** The number of calls queued at the CDN. Incoming calls to a CDN in default mode do not queue at the CDN so are not reflected in this count. Calls In Queue

— continued —

Table 31-2 (continued)
CDN statistics fields when using Formula definition within Display Definition

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
13.Calls Forced Busy **FORCE** **BUSY** ***Force Busy*** The number of CDN calls given the "Force Busy" CCR operation plus the number of calls that were busy because of the call ceiling. Calls Forced Busy
14.Calls Routed **ROUTE** **CALLS** ***Calls Routed*** The number of CDN calls given the CCR operation of either "Route To", or "Give IVR" and then were transferred by the IVR application. Calls Routed
15.Calls Forced to Disconnect **FORCE** **DISC** ***Disconnect*** The number of CDN calls given the "Force Busy" CCR operation Calls Forced Busy

— continued —

Table 31-2 (continued)
CDN statistics fields when using Formula definition within Display Definition

Menu # and Entry **Column Heading** ***Graph Heading*** Description Formula
16.Calls given Default DN treatment **DFLT** **DN** ***Dflt DN*** The number of calls directed to the Default ACD-DN for the CDN. Calls given Default DN treatment
17.Average answering delay **AVG** **ANS** **DEL** ***Avg Ans Del*** The average answering delay for the calls in the Calls Answered field. Total Answer Delay / Calls Answered
18. Telephone service level **SRV** **LVL** **%** ***Service Lvl*** The Telephone Service Level % of calls answered or abandoned within the defined threshold time. 100 - (100 * (Calls Ans Aft Thres + Calls Abd Aft Thres) / (Calls Answered + Calls Abandoned))
— end —

Report statistics groups

The report statistics gathered by the Meridian MAX system are grouped into ten distinct groups. If the Meridian MAX system is connected to a NAC, statistics information is also sent to the NAC. The tables in this section define the fields available in each of the statistics groups.

These tables show the fields available in each statistics group. The key fields in each set are indicated by an asterisk (*) to the left of the field.

To design a custom report, choose fields from a selection menu. The fields in these menus are generally self-explanatory, however, the report headings for these fields are often not. For instance, if you choose "Number of calls that time overflowed in," the standard column heading on your report reads "TOF IN CALLS."

All of the fields, both for tabular reports and graphic reports, are stored in the Report Definition – Formula Definition feature. Consequently the tables in this chapter are arranged in the same order as they appear in the Report Definition – Formula Definition feature.

> ***Note:*** Some of the fields in these tables may not be available to you. Field availability depends on the specific release of the Meridian 1 software you are using, as well as the features configured on the Meridian 1. Some statistics groups may not be available depending on purchasable options.

Some statistics are different if the NACD and/or CCR/EAR option is enabled. Some statistics groups also include statistics about IVR (calls handled by ACD-DNs dedicated to an IVR). These statistics are included in the tables.

The tables are presented as follows:

- Destination ACD-DN statistics — Table 32-1
- Overflow Statistics — Table 32-2
- Agent Statistics — Table 32-3
- Route Statistics — Table 32-4
- Trunk Statistics — Table 32-5
- DNIS Statistics — Table 32-6
- Activity Code Statistics — Table 32-7
- RAN Route Statistics — Table 32-8
- CDN Statistics — Table 32-9
- CDN Call Answer Breakdown Statistics — Table 32-10

Destination ACD-DN statistics

The statistics collected for each ACD-DN view the ACD-DN from the perspective of a destination ACD-DN.

Destination ACD-DN data fields

The following list states the data fields available in the Destination ACD-DN statistics group when using the Formula Definition feature. Also shown is a description of how each statistic field is calculated.

> ***Note:*** An * (asterisk) beside the field name indicates that the number of abandoned calls does not include calls abandoned for an ACD-DN (in night service node and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. For more information on enabling or disabling the Night Call Abandon Reporting feature, refer to *Meridian MAX 6 Maintenance and Diagnostics Guide* (NTP 553-4001-811), "Maintenance and administration programs: system shutdown" chapter, "View/Modify Meridian MAX Options" section.

Abd Category n*

This field shows the number of ACD calls abandoned, ACD calls time overflowed, and network or enhanced time overflowed (NACD calls) from this ACD-DN which experienced a delay within the "nth" abandoning delay category, as defined in Spectrum Definition. The "n" is a number in the range 1..10.

ACD Calls Transferred

The number of ACD calls transferred by agents of this ACD-DN.

ACD Talk Time

The total time spent by all agents, of this ACD-DN on an ACD, NACD or CCR/EAR call, including time an ACD call is on hold.

Active Time

This field shows the length of time at least one agent was logged into the ACD-DN.

Ans Category n

This field shows the number of calls answered, excluding time overflowed calls, but including those ACD calls that network and enhanced time overflowed (NACD calls), and CCR/EAR calls, which experienced a delay within the "nth" answering delay category, as defined in Spectrum Definition. "n" is a number in the range 1..10.

Busy Time

The total time spent by all agents in handling ACD, CCR/EAR or DN calls and in performing related post-call processing. This time does not include waiting time.

Basic TOF Calls

The number of calls time overflowed as a result of another queue's TOFT answered by agents of this queue. It does not include time overflow calls as a result of NACD Day/Night tables.

> *Note:* This field is available only for NACD since Basic Time Overflow differs from Local Time Overflow in this case.

Calls Abandoned *

The number of calls which were abandoned by callers while waiting to be answered by agents in this ACD-DN. This number also includes calls abandoned waiting for IVR play when the CCR option is enabled.

Calls Answered

The number of calls answered by agents of this ACD-DN, including calls which local or network time overflowed or queue-count overflowed into this ACD-DN. This number also includes calls answered as a result of the CCR application "Queue To" or "Give IVR" request.

Calls Interflwd Busy

The number of calls given busy treatment as a result of the Supervisor Control of Queue Size (X11 Release 16) feature.

DN Calls In

The number of DN calls answered by agents of this ACD-DN.

DN Calls Out

The number of DN calls originated by agents of this ACD-DN.

DN Calls Transferred
The number of DN calls transferred by agents of this ACD-DN.

ETOF Ans After Thrsh
The number of enhanced time overflow answered calls, which experienced an answering delay greater than or equal to the maximum delay threshold value for the destination ACD-DN. For enhanced time overflow in calls, the delay is the time spent in the logical time overflow queue. This data field is only available if NACD is enabled.

Hold Time
The total time all agents of this ACD-DN had ACD calls on hold.

Incoming DN Time
The total time spent by all agents of this ACD-DN handling incoming DN calls.

IVR Calls Accepted
The number of calls virtually queued to the ACD-DN as the result of a "Give IVR" request by the CCR application. This count differs from the normal Calls Accepted in that it includes all calls virtually queued, not just those calls that were answered or abandoned.

IVR Calls Answered
The number of "Give IVR" calls answered at the ACD-DN.

IVR Maximum Answer Delay
The maximum delay experienced by "Give IVR" calls that were answered at the ACD-DN.

Total IVR Answer Delay
The total delay experienced by "Give IVR" calls that were answered at the ACD-DN.

IVR Answer After Threshold
The number of "Give IVR" calls that experienced an answering delay greater than or equal to the service level threshold value for the destination ACD-DN.

IVR Calls Abandoned
The number of "Give IVR" calls abandoned by the caller before IVR treatment was given.

IVR Maximum Abandon Delay
The maximum delay experienced by "Give IVR" calls that were abandoned at the ACD-DN.

Total IVR Abandon Delay
The total delay experienced by "Give IVR" calls that were abandoned at the ACD-DN.

IVR Abandon After Threshold
The number of abandoned "Give IVR" calls that experienced a delay greater or equal to the service level threshold value for the destination ACD-DN.

Manned Time
The total time spent by all agents in manning the ACD-DN. Manned time for an individual agent is accumulated from the time an agent logs in to the time the agent logs out.

Max Abandon Delay *
The longest delay of all abandoned calls, including calls abandoned after the CCR application issued the "Give IVR" request.

Max Answer Delay
The longest delay experienced by all answered calls, excluding calls that local, enhanced or network time overflowed into this ACD-DN. However, it includes calls answered as a result of the CCR application "Queue To" or "Give IVR" request. The delay is time since the "Queue To" or "Give IVR" command is issued by CCR.

Max LTOF Delay
The maximum answering delay of all calls which local time overflowed into this ACD-DN.

Max NTOF Delay
The maximum answering delay of network timed overflowed calls for this ACD-DN. It includes both the time spent in the originating queue and in the logical timed overflow queue.

Non Activity Calls
The number of calls answered by agents of this ACD-DN for which no activity code was entered. This number includes calls answered as a result of the CCR application "Queue To" or "Give IVR" request.

Not Ready Time

The total time spent by all agents of this ACD-DN in post call processing. This time includes all time an agent had the Not Ready key active and no ACD or DN call was active.

NTOF Ans After Thrsh

The number of network time overflow answered calls, which experienced an answering delay greater than or equal to the service level threshold value for the destination ACD-DN. The delay is the time spent in the logical time overflow queue.

Num Abd After Thrsh *

The number of abandoned calls which had a delay greater than or equal to the service level threshold value for the destination ACD-DN. This number includes calls abandoned after the CCR application issued a "Give IVR" request.

Num Ans After Thrsh

For non-network systems, this is the number of answered calls excluding those which time overflowed into this ACD-DN, which experienced an answering delay greater than or equal to the maximum delay threshold value for the destination ACD-DN. This number also includes calls answered as a result of the CCR application "Queue To" or "Give IVR" request.

For systems with enhanced and network time overflow, this number of answered calls includes enhanced and network time overflowed calls answered by this ACD-DN, which experienced an answering delay greater than or equal to the maximum delay threshold value for the destination ACD-DN. For enhanced and network time overflow in calls, the delay is the time spent in the logical time overflow queue.

Num Interflow Calls

The number of calls that entered the system via the source ACD-DN, which were sent out of the switch based on the interflow number or night number defined in Configuration Control. Interflowed calls have the same source and destination ACD-DN.

Num LTOF Calls

The number of local time overflowed calls answered by agents of this ACD-DN.

Num NTOF Calls

The number of network time overflowed calls answered by agents of this ACD-DN.

Num QOF Calls

The number of calls which reached this ACD-DN via queue-count overflow and were answered or abandoned in this queue. The calls were not recalled to the source queue due to time overflow.

Num Received 1st RAN

The number of calls where the first recorded announcement was played.

Num Received 2nd RAN

The number of calls where the second recorded announcement was played.

Num Short Calls

The number of calls answered by agents of this ACD-DN that had a Direct Call Processing duration less than the "short call" threshold defined for this ACD-DN. This number includes calls answered as a result of the CCR application "Queue To" or "Give IVR" request.

Num Walk-away Periods

The total number of times agents of this ACD-DN walk away.

Outgoing DN Time

The total time spent by all agents of this ACD-DN handling outgoing DN calls.

Tot ETOF Dst Delay

The total delay experienced at the destination ACD-DN for all enhanced time overflow answered calls. It is the time spent waiting in the logical time overflow queue before being answered by the destination ACD-DN.

Tot ETOF Src Delay

The total delay experienced at the originating node for all enhanced time overflow calls answered at this destination ACD-DN. It is the time waited at the originating queue before being logical queued at the destination ACD-DN.

Tot NTOF Dst Delay
The total delay experienced at the destination ACD-DN for all network answered calls. It is the time spent waiting in the logical network queue before being answered by the destination ACD-DN.

Tot NTOF Src Delay
The total delay experienced at the originating node for all network answered calls answered at this destination ACD-DN. It is the time spent waiting at the originating queue before being logical queued at the destination ACD-DN.

Total Abandon Delay *
The total delay of all abandoned calls, including calls abandoned after the CCR application issued a "Give IVR" request.

Total Answer Delay
The total delay experienced by all answered calls, excluding calls that network or local time overflowed into this ACD-DN. This value also includes calls answered as a result of the CCR application "Queue To" or "Give IVR" request. The delay is the time since the "Queue To" or "Give IVR" command is issued by CCR.

Total LTOF Delay
The total answering delay of all calls answered by the ACD-DN that reached this queue by local time overflowing. This value includes basic time overflow delay for all MAX systems, and enhanced time overflow delay for MAX systems with NAC connectivity.

Wait Time
The total time spent by all agents of this ACD-DN waiting for an ACD call, not including time spent on DN calls while waiting.

Walk-away Time
The total time spent by all agents of this ACD-DN in walk-away state.

Destination ACD-DN statistics fields

The following table lists the statistics fields available in the Destination ACD-DN statistics group when using the Tabular and Graphic Format Definition feature. Also included is a description of how each statistic field is calculated.

Table 32-1
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
* Destination ACD-DN number **ACD-DN NUMBER** ***Dst ACD-DN ID*** The destination ACD-DN number.
* Destination ACD-DN name **ACD-DN NAME** ***Dst ACD-DN Name*** The name assigned to the destination ACD-DN. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the ACD-DN, the ACD-DN number is printed instead.
* Base Time Unit **base time unit** ***Base Time Unit*** On a report, this column is replaced with an appropriate title and format. The titles are INTVL for an interval report, SHIFT for a shift report, DAY for a daily report, WEEK for a weekly report, MONTH for a monthly report and PERIOD for a period report. Intervals are displayed in a "hh:mm" format. Shifts are displayed by shift name. Days and weeks are displayed in a "mm/dd/yy" format. Months are displayed in a "aaaa yy" ("aaaa" is a month abbreviation) format. Periods are displayed by "aaaaa yy" ("aaaaa is a period name) format.
— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

10. Average number of agents manning queue

AVG
AGT

Avg Agents

This value represents the average number of agents working on this ACD-DN queue during the time the ACD-DN had at least one agent assigned to it. If the ACD-DN had no agents assigned to it, this value is zero.

Manned Time ÷ Active Time

11. Telephone service level

SRV
LVL
%

Service Lvl

The Telephone Service Level represents the percentage of calls, answered and/or abandoned, within the defined service threshold time. This formula produces meaningful results when comparing ACD-DNs which use the same service threshold. This includes calls answered as a result of the CCR application "Queue To" or "Give IVR" request.

[(Calls Answered + Calls Abandoned) – (Num Ans After Thrsh + Num Abd After Thrsh)] × 100 ÷ (Calls Answered + Calls Abandoned)

12. Number of calls accepted

CALLS
ACCPT

Num Accepted

The total number of calls that entered the queue. This number does not include calls that were local or network time overflowed into this ACD-DN. For non-network calls, omit the part of the formula which reads: Num NTOF Calls. This includes calls answered as a result of the CCR application "Queue To" or "Give IVR" request.

Calls Answered + Calls Abandoned – Num LTOF Calls – Num NTOF Calls

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
13. Total number of calls answered **TOT** **CALLS** **ANSWD** ***Tot Answered*** The total number of calls answered by agents assigned to this ACD-DN, including calls which were local or network time overflowed or queue-count overflowed into the ACD-DN. This also includes calls answered as a result of the CCR application "Queue To" or "Give IVR" request. Calls Answered
14. Total number of calls abandoned **TOTAL** **CALLS** **ABND** ***Tot Abandoned*** This is the total number of calls to this ACD-DN that were abandoned by the callers before the calls could be answered. This number includes calls abandoned after the CCR application issued a "Give IVR" request. Calls that are time overflowed *into* this ACD-DN do not count towards this value. It also excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. Calls Abandoned
15. Number of non-activity code calls **NON** **ACCNT** **CALLS** ***Non Activity*** The number of calls answered by this ACD-DN for which no activity code was entered. This includes calls answered as a result of the CCR application "Queue To" or "Give IVR" request. Non Activity Calls

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
16. Number of IVR calls accepted **IVR** **CALLS** **ACCPT** ***IVR Accepted*** The number of calls that enter the queue as a result of the CCR application "Give IVR" request. IVR Accepted
17. Number of ACD calls transferred **ACD** **CALLS** **XFERD** ***ACD Xfered*** The number of ACD calls transferred from this ACD-DN by the agents. ACD Calls Transferred
18. Total number of calls that time overflowed in **TOTAL** **TOF** **CALLS** ***Tot TOF Clls*** The number of calls that were time overflowed (local and network) into this destination ACD-DN and were answered by an agent. Num LTOF Calls + Num NTOF Calls

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
19. Number of calls that queue-count overflowed in **QOF** **CALLS** ***Num QOF Clls*** The number of calls that queue-count overflowed into this destination ACD-DN and were answered or abandoned in this queue. Num QOF Calls
20. Number of incoming DN calls **IN** **DN** **CALLS** ***In DN Calls*** The number of incoming DN calls answered by this ACD-DN's agents. DN Calls In
21. Number of outgoing DN calls **OUT** **DN** **CALLS** ***Out DN Calls*** The number of outgoing DN calls made by this ACD-DN's agents. DN Calls Out

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
22. Number of DN calls **TOTAL** **DN** **CALLS** ***DN Calls*** The total number of incoming and outgoing DN calls. DN Calls In + DN Calls Out
23. Number of DN calls transferred **DN** **CALLS** **XFERD** ***DN Xfered*** The number of DN calls transferred by agents of this ACD-DN. DN Calls Transferred
24. Number of calls that received 1st RAN **1ST** **DEL** **RAN** ***1st RAN*** The number of calls that received the first RAN announcement. Num Received 1st RAN

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

25. Number of calls that received 2nd RAN

2ND
DEL
RAN

2nd RAN

The number of calls that received the second RAN announcement.

Num Received 2nd RAN

26. Number of calls that received both RANs

DEL
RAN
1&2

Both RANs

This is the number of unique RAN announcements given to calls. Calls which received both 1st and 2nd RAN, add two to the number. If a call received the 2nd RAN several times, the peg is incremented by only one.

Num Received 1st RAN + Num Received 2nd RAN

27. Number of short calls

SHORT
CALLS

Short Calls

The number of calls answered by agents of this ACD-DN which had an ACD Talk Time less than the "Short Call" threshold defined for this ACD-DN. This includes calls answered as a result of the CCR application "Queue To" or "Give IVR" request.

Num Short Calls

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
28. Average answering delay **AVG** **ANS** **DEL** ***Avg Ans Del*** The average answering delay (also known as the Average Speed of Answer [ASA]) is the average duration a caller waited before the call was answered by an agent at this ACD-DN. In the case of network and enhanced time overflowed calls, the delay time begins when the call is logically queued. This also includes the delay since the "Queue To" or "Give IVR" request was issued by the CCR application. ***Note:*** The Basic TOF Calls field appears for **NACD MAX** only. For non-NACD MAX, the Basic TOF Calls is Num TOF Calls. (Total Answer Delay + Tot NTOF Dst Delay + Tot ETOF Dst Delay) ÷ (Calls Answered – Basic TOF Calls)
29. Average abandoning delay **AVG** **ABD** **DEL** ***Avg Abd Del*** This represents the average duration a caller to this ACD-DN spent waiting before abandoning the call. This number excludes calls abandoned when the ACD-DN is in Night Service and has a Night Routing Table defined. An ACD-DN is in Night Service when all agents are logged out. Total Abandon Delay ÷ Calls Abandoned

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

30. Average local time overflow delay

AVG
LTOF
DEL

Avg LTOF Del

This represents the average amount of time a caller whose call was local time overflowed to this ACD-DN had to wait for an answer. This average delay includes the time spent waiting in the original ACD-DN queue, as well as the time spent in this destination ACD-DN's queue.

Total LTOF Delay ÷ Num LTOF Calls

31. Maximum answering delay

MAX
ANS
DEL

Max Ans Del

This represents the maximum delay a caller experienced before the call was answered by this ACD-DN. This also includes the delay since the "Queue To" or "Give IVR" request was issued by the CCR application. ***Note:*** The MAX formula selects the largest of the three fields represented in the formula below.

MAX (Max Answer Delay, Max LTOF Delay, Max NTOF Delay)

32. Maximum abandoning delay

MAX
ABD
DEL

Max Abd Del

This represents the maximum delay a caller experienced before abandoning the call to this ACD-DN. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower.

Max Abandon Delay

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

33. Maximum local time overflow delay

MAX
LTOF
DEL

Max LTOF Del

This represents the maximum amount of time a caller, whose call was local time overflowed into this ACD-DN, waited before the call was answered. This includes the time spent waiting in the original ACD-DN's queue.

For enhanced overflow calls this statistic includes both the time waited at the originating queue and the time logically queued at the destination.

Max LTOF Delay

34. Average ACD talk time

AVG
ACD
TALK
TIME

Avg ACD Talk

This is the average duration per call that the agents of this ACD-DN spent with their callers, from the time the call was answered until the call was released. This also includes the time the caller spent on hold.

ACD Talk Time ÷ Calls Answered

35. Average post call processing time

AVG
NOT
RDY
TIME

Avg Not Rdy

This is the average duration per call that the agents of this ACD-DN spent in the Not Ready state.

Not Ready Time ÷ Calls Answered

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

36. Average incoming DN call time

AVG
IN
DN
TIME

Avg In DN

This is the average duration per call that the agents of this ACD-DN spent on incoming DN calls from the time it was answered until it was released.

Incoming DN Time ÷ DN Calls In

37. Average outgoing DN call time

AVG
OUT
DN
TIME

Avg Out DN

This is the average duration per call that the agents of this ACD-DN spent on outgoing DN calls from the time it was answered until it was released.

Outgoing DN Time ÷ DN Calls Out

38. Average DN call time

AVG
DN
TIME

Avg DN Time

This is the average duration per call that the agents of this ACD-DN spent on incoming DN calls and outgoing DN calls.

(Incoming DN Time + Outgoing DN Time) ÷ (DN Calls In + DN Calls Out)

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
39. Average time spent waiting for calls **AVG** **WAIT** **TIME** ***Avg Wait*** This is the average duration per call that the agents for this ACD-DN waited for their next call. This does not include Not Ready time, nor does it include the time a call spent on hold. Wait Time ÷ Calls Answered
40. Average time spent working **AVG** **WORK** **TIME** ***Avg Work*** This is the average duration per call that the agents for this ACD-DN spent with their callers plus the time spent in the Not Ready state. (ACD Talk Time + Not Ready Time) ÷ Calls Answered
41. Average time spent on hold **AVG** **HOLD** **TIME** ***Avg Hold*** This is the average duration that a caller to this ACD-DN spent on hold after the call was answered and before the call was released. Hold Time ÷ Calls Answered

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
42. Average walkaway time **AVG WALK TIME** ***Avg Walk*** This is the average duration of the walk-away periods experienced by the agents of this ACD-DN. Walk-away Time ÷ Num Walk-away Periods
43. Total ACD talk time **TOTAL ACD TALK TIME** ***ACD Talk Tme*** This represents the total duration for all calls to this ACD-DN. This elapsed time starts when each call was answered and ends when each call was released, including the time each call spent on hold. ACD Talk Time
44. Total not ready time **TOTAL NOT READY TIME** ***Not Rdy Time*** This represents the total duration of time that all agents of this ACD-DN spent in the Not Ready state. Not Ready Time

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
45. Total incoming DN call time **TOTAL** **DN** **IN** **TIME** ***In DN Time*** This represents the total duration for all incoming DN calls to this ACD-DN. This elapsed time starts when each call was answered and ends when each call was released, including the time each call spent on hold. Incoming DN Time
46. Total outgoing DN call time **TOTAL** **DN** **OUT** **TIME** ***Out DN Time*** This represents the total duration for all outgoing DN calls from this ACD-DN. This elapsed time starts when each call was answered and ends when each call was released, including the time each call spent on hold. Outgoing DN Time
47. Total DN call time **TOTAL** **DN** **TIME** ***DN Time*** This is the total duration of all calls that the agents of this ACD-DN spent on incoming DN calls and outgoing DN calls. Incoming DN Time + Outgoing DN Time
— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
48. Total time spent waiting **TOTAL WAIT TIME** ***Wait Time*** This is the total duration experienced by all agents of this ACD-DN while waiting for their next call. Wait Time
49. Total time spent working **TOTAL WORK TIME** ***Work Time*** This represents the total duration for all ACD calls to this ACD-DN. This elapsed time starts when each ACD call was answered and ends when each ACD call was released, including the time each ACD call spent on hold and the time spent in the Not Ready state. ACD Talk Time + Not Ready Time
50. Total time spent holding **TOTAL HOLD TIME** ***Hold Time*** This is the total duration experienced by all callers to this ACD-DN while on hold during their calls. Hold Time

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
51. Total walkaway time **TOTAL** **WALK** **TIME** ***Walk Time*** This is the total duration experienced by all agents of this ACD-DN during their walk-away periods. Walk-away Time
52. Total time agents were busy **TOTAL** **BUSY** **TIME** ***Busy Time*** This represents the total duration for all calls (ACD and DN) to this ACD-DN. This elapsed time starts when each call is answered and ends when each call is released, including the time each call spends on hold and the time spent in the Not Ready state. Busy Time
53. Total manned time of agent **TOTAL** **MAND** **TIME** ***Manned Time*** This is the total duration all agents of this ACD-DN were logged into the ACD-DN. Manned Time

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

54. Percentage of manned time in DN calls

DN
MAND
%

DN/ Mand %

This is the percentage of manned time spent on incoming DN calls and outgoing DN calls. This percentage is calculated for all agents assigned to this ACD-DN.

[(Incoming DN Time + Outgoing DN Time) × 100] ÷ Manned Time

55. Percentage of manned time worked

WORK
MAND
%

Work/Mand %

This is the percentage of manned time spent on ACD calls. This percentage is calculated for all agents assigned to this ACD-DN, and includes the time spent on the phone as well as the time spent in the Not Ready state.

[(ACD Talk Time + Not Ready Time) × 100] ÷ Manned Time

56. Percentage of manned time busy

BUSY
MAND
%

Busy/Mand %

This is the percentage of manned time spent on all calls (ACD and DN). This percentage is calculated for all agents assigned to this ACD-DN, and includes the time spent on the phone as well as the time spent in the Not Ready state.

(Busy Time × 100) ÷ Manned Time

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
57. Percentage of calls that time overflowed in **TOT** **TOF** **%** ***Tot TOF %*** This represents the percentage of all calls answered that were time overflowed (local and network) into this ACD-DN. [(Num LTOF Calls+ Num NTOF Calls) × 100 ÷ Calls Answered]
58. Percentage of calls that queue-count overflowed in **QOF** **%** ***QOF %*** This represents the percentage of all calls received that were queue-count-overflowed into this ACD-DN, regardless of whether the calls were answered or abandoned. (Num QOF Calls × 100) ÷ (Calls Answered + Calls Abandoned)
59. Number of calls interflowed to busy **BUSY** ***Interflow Busy*** The number of calls given busy treatment as a result of the Supervisor Control of Queue Size (X11 R16) feature. Calls Interflwd Busy

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
60. Percentage answered in category 1 **ANSW** **%** **CAT1** ***Pcnt Answ 1*** This represents the percentage of all calls received by this ACD-DN that were answered within the time represented by Answering Delay Spectrum category #1. Calls that are time overflowed into this ACD-DN do not count towards the percentage, although they are included in the total number of calls that the percentage is based on. Bins also contain calls which entered this ACD-DN via a CDN, but only delay since the "Queue To" or "Give IVR" request was issued by CCR. Whenever these formulae are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. (Ans Category 1 × 100) ÷ Calls Answered
61. Percentage answered in category 2 **ANSW** **%** **CAT2** ***Pcnt Answ 2*** This represents the percentage of all calls received by this ACD-DN that were answered within the time represented by Answering Delay Spectrum category #2. Calls that are time overflowed into this ACD-DN do not count towards the percentage, although they are included in the total number of calls that the percentage is based on. Bins also contain calls which entered this ACD-DN via a CDN, but only delay since the "Queue To" or "Give IVR" request was issued by CCR. Whenever these formulae are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. (Ans Category 2 × 100) ÷ Calls Answered

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

62. Percentage answered in category 3

ANSW
%
CAT3

Pcnt Answ 3

This represents the percentage of all calls received by this ACD-DN that were answered within the time represented by Answering Delay Spectrum category #3. Calls that are time overflowed into this ACD-DN do not count towards the percentage, although they are included in the total number of calls that the percentage is based on. Bins also contain calls which entered this ACD-DN via a CDN, but only delay since the "Queue To" or "Give IVR" request was issued by CCR. Whenever these formulae are selected for a customized report format, two additional lines are added to the report heading containing the category's time range.

(Ans Category 3 × 100) ÷ Calls Answered

63. Percentage answered in category 4

ANSW
%
CAT4

Pcnt Answ 4

This represents the percentage of all calls received by this ACD-DN that were answered within the time represented by Answering Delay Spectrum category #4. Calls that are time overflowed into this ACD-DN do not count towards the percentage, although they are included in the total number of calls that the percentage is based on. Bins also contain calls which entered this ACD-DN via a CDN, but only delay since the "Queue To" or "Give IVR" request was issued by CCR. Whenever these formulae are selected for a customized report format, two additional lines are added to the report heading containing the category's time range.

(Ans Category 4 × 100) ÷ Calls Answered

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
64. Percentage answered in category 5 **ANSW** **%** **CAT5** ***Pcnt Answ 5*** This represents the percentage of all calls received by this ACD-DN that were answered within the time represented by Answering Delay Spectrum category #5. Calls that are time overflowed into this ACD-DN do not count towards the percentage, although they are included in the total number of calls that the percentage is based on. Bins also contain calls which entered this ACD-DN via a CDN, but only delay since the "Queue To" or "Give IVR" request was issued by CCR. Whenever these formulae are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. (Ans Category 5 × 100) ÷ Calls Answered
65. Percentage answered in category 6 **ANSW** **%** **CAT6** ***Pcnt Answ 6*** This represents the percentage of all calls received by this ACD-DN that were answered within the time represented by Answering Delay Spectrum category #6. Calls that are time overflowed into this ACD-DN do not count towards the percentage, although they are included in the total number of calls that the percentage is based on. Bins also contain calls which entered this ACD-DN via a CDN, but only delay since the "Queue To" or "Give IVR" request was issued by CCR. Whenever these formulae are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. (Ans Category 6 × 100) ÷ Calls Answered

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

66. Percentage answered in category 7

ANSW
%
CAT7

Pcnt Answ 7

This represents the percentage of all calls received by this ACD-DN that were answered within the time represented by Answering Delay Spectrum category #7. Calls that are time overflowed into this ACD-DN do not count towards the percentage, although they are included in the total number of calls that the percentage is based on. Bins also contain calls which entered this ACD-DN via a CDN, but only delay since the "Queue To" or "Give IVR" request was issued by CCR. Whenever these formulae are selected for a customized report format, two additional lines are added to the report heading containing the category's time range.

(Ans Category 7 × 100) ÷ Calls Answered

67. Percentage answered in category 8

ANSW
%
CAT8

Pcnt Answ 8

This represents the percentage of all calls received by this ACD-DN that were answered within the time represented by Answering Delay Spectrum category #8. Calls that are time overflowed into this ACD-DN do not count towards the percentage, although they are included in the total number of calls that the percentage is based on. Bins also contain calls which entered this ACD-DN via a CDN, but only delay since the "Queue To" or "Give IVR" request was issued by CCR.

(Ans Category 8 × 100) ÷ Calls Answered

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

68. Percentage answered in category 9

ANSW
%
CAT9

Pcnt Answ 9

This represents the percentage of all calls received by this ACD-DN that were answered within the time represented by Answering Delay Spectrum category #9. Calls that are time overflowed into this ACD-DN do not count towards the percentage, although they are included in the total number of calls that the percentage is based on. Bins also contain calls which entered this ACD-DN via a CDN, but only delay since the "Queue To" or "Give IVR" request was issued by CCR. Whenever these formulae are selected for a customized report format, two additional lines are added to the report heading containing the category's time range.

(Ans Category 9 × 100) ÷ Calls Answered

69. Percentage answered in category 10

ANSW
%
CT10

Pcnt Answ 10

This represents the percentage of all calls received by this ACD-DN that were answered within the time represented by Answering Delay Spectrum category #10. Calls that are time overflowed into this ACD-DN do not count towards the percentage, although they are included in the total number of calls that the percentage is based on. Bins also contain calls which entered this ACD-DN via a CDN, but only delay since the "Queue To" or "Give IVR" request was issued by CCR. Whenever these formulae are selected for a customized report format, two additional lines are added to the report heading containing the category's time range.

(Ans Category 10 × 100) ÷ Calls Answered

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
70. Percentage abandoned in category 1 **ABND** **%** **CAT1** ***Pcnt Abnd 1*** This represents the percentage of all calls received by this ACD-DN that were abandoned within the time represented by Abandoning Delay Spectrum category #1. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. This percentage of calls also include IVR calls when the CCR option is enabled. Calls that are time overflowed into this ACD-DN do not count towards the percentage. (Abd Category 1 × 100) ÷ Calls Abandoned
71. Percentage abandoned in category 2 **ABND** **%** **CAT2** ***Pcnt Abnd 2*** This represents the percentage of all calls received by this ACD-DN that were abandoned within the time represented by Abandoning Delay Spectrum category #2. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. This percentage of calls also include IVR calls when the CCR option is enabled. Calls that are time overflowed into this ACD-DN do not count towards the percentage. (Abd Category 2 × 100) ÷ Calls Abandoned

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

72. Percentage abandoned in category 3

ABND
%
CAT3

Pcnt Abnd 3

This represents the percentage of all calls received by this ACD-DN that were abandoned within the time represented by Abandoning Delay Spectrum category #3. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. This percentage of calls also include IVR calls when the CCR option is enabled. Calls that are time overflowed into this ACD-DN do not count towards the percentage.

(Abd Category 3 × 100) ÷ Calls Abandoned

73. Percentage abandoned in category 4

ABND
%
CAT4

Pcnt Abnd 4

This represents the percentage of all calls received by this ACD-DN that were abandoned within the time represented by Abandoning Delay Spectrum category #4. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. This percentage of calls also include IVR calls when the CCR option is enabled. Calls that are time overflowed into this ACD-DN do not count towards the percentage.

(Abd Category 4 × 100) ÷ Calls Abandoned

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
74. Percentage abandoned in category 5 **ABND** **%** **CAT5** ***Pcnt Abnd 5*** This represents the percentage of all calls received by this ACD-DN that were abandoned within the time represented by Abandoning Delay Spectrum category #5. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. This percentage of calls also include IVR calls when the CCR option is enabled. Calls that are time overflowed into this ACD-DN do not count towards the percentage. (Abd Category 5 × 100) ÷ Calls Abandoned
75. Percentage abandoned in category 6 **ABND** **%** **CAT6** ***Pcnt Abnd 6*** This represents the percentage of all calls received by this ACD-DN that were abandoned within the time represented by Abandoning Delay Spectrum category #6. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. This percentage of calls also include IVR calls when the CCR option is enabled. Calls that are time overflowed into this ACD-DN do not count towards the percentage. (Abd Category 6 × 100) ÷ Calls Abandoned

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

76. Percentage abandoned in category 7

ABND
%
CAT7

Pcnt Abnd 7

This represents the percentage of all calls received by this ACD-DN that were abandoned within the time represented by Abandoning Delay Spectrum category #7. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. This percentage of calls also include IVR calls when the CCR option is enabled. Calls that are time overflowed into this ACD-DN do not count towards the percentage.

(Abd Category 7 × 100) ÷ Calls Abandoned

77. Percentage abandoned in category 8

ABND
%
CAT8

Pcnt Abnd 8

This represents the percentage of all calls received by this ACD-DN that were abandoned within the time represented by Abandoning Delay Spectrum category #8. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. This percentage of calls also include IVR calls when the CCR option is enabled. Calls that are time overflowed into this ACD-DN do not count towards the percentage.

(Abd Category 8 × 100) ÷ Calls Abandoned

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
78. Percentage abandoned in category 9 **ABND** **%** **CAT9** ***Pcnt Abnd 9*** This represents the percentage of all calls received by this ACD-DN that were abandoned within the time represented by Abandoning Delay Spectrum category #9. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. This percentage of calls also include IVR calls when the CCR option is enabled. Calls that are time overflowed into this ACD-DN do not count towards the percentage. (Abd Category 9 × 100) ÷ Calls Abandoned
79. Percentage abandoned in category 10 **ABND** **%** **CT10** ***Pcnt Abnd 10*** This represents the percentage of all calls received by this ACD-DN that were abandoned within the time represented by Abandoning Delay Spectrum category #10. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. This percentage of calls also include IVR calls when the CCR option is enabled. Calls that are time overflowed into this ACD-DN do not count towards the percentage. (Abd Category 10 × 100) ÷ Calls Abandoned

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

80. Number answered in category 1

NUM
ANSW
CAT1

Num Answ 1

This represents the number of calls, derived from the corresponding percentage field, that were answered by this ACD-DN within the time represented by Answering Delay Spectrum category #1. Calls that are time overflowed into this ACD-DN do not count towards this value. Bins also contain calls which entered this ACD-DN via a CDN.

Ans Category 1

81. Number answered in category 2

NUM
ANSW
CAT2

Num Answ 2

This represents the number of calls, derived from the corresponding percentage field, that were answered by this ACD-DN within the time represented by Answering Delay Spectrum category #2. Calls that are time overflowed into this ACD-DN do not count towards this value. Bins also contain calls which entered this ACD-DN via a CDN.

Ans Category 2

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
82. Number answered in category 3 **NUM** **ANSW** **CAT3** ***Num Answ 3*** This represents the number of calls, derived from the corresponding percentage field, that were answered by this ACD-DN within the time represented by Answering Delay Spectrum category #3. Calls that are time overflowed into this ACD-DN do not count towards this value. Bins also contain calls which entered this ACD-DN via a CDN. Ans Category 3
83. Number answered in category 4 **NUM** **ANSW** **CAT4** ***Num Answ 4*** This represents the number of calls, derived from the corresponding percentage field, that were answered by this ACD-DN within the time represented by Answering Delay Spectrum category #4. Calls that are time overflowed into this ACD-DN do not count towards this value. Bins also contain calls which entered this ACD-DN via a CDN. Ans Category 4

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
84. Number answered in category 5 **NUM** **ANSW** **CAT5** ***Num Answ 5*** This represents the number of calls, derived from the corresponding percentage field, that were answered by this ACD-DN within the time represented by Answering Delay Spectrum category #5. Calls that are time overflowed into this ACD-DN do not count towards this value. Bins also contain calls which entered this ACD-DN via a CDN. Ans Category 5
85. Number answered in category 6 **NUM** **ANSW** **CAT6** ***Num Answ 6*** This represents the number of calls, derived from the corresponding percentage field, that were answered by this ACD-DN within the time represented by Answering Delay Spectrum category #6. Calls that are time overflowed into this ACD-DN do not count towards this value. Bins also contain calls which entered this ACD-DN via a CDN. Ans Category 6

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
86. Number answered in category 7 **NUM** **ANSW** **CAT7** ***Num Answ 7*** This represents the number of calls, derived from the corresponding percentage field, that were answered by this ACD-DN within the time represented by Answering Delay Spectrum category #7. Calls that are time overflowed into this ACD-DN do not count towards this value. Bins also contain calls which entered this ACD-DN via a CDN. Ans Category 7
87. Number answered in category 8 **NUM** **ANSW** **CAT8** ***Num Answ 8*** This represents the number of calls, derived from the corresponding percentage field, that were answered by this ACD-DN within the time represented by Answering Delay Spectrum category #8. Calls that are time overflowed into this ACD-DN do not count towards this value. Bins also contain calls which entered this ACD-DN via a CDN. Ans Category 8

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

88. Number answered in category 9

NUM
ANSW
CAT9

Num Answ 9

This represents the number of calls, derived from the corresponding percentage field, that were answered by this ACD-DN within the time represented by Answering Delay Spectrum category #9. Calls that are time overflowed into this ACD-DN do not count towards this value. Bins also contain calls which entered this ACD-DN via a CDN.

Ans Category 9

89. Number answered in category 10

NUM
ANSW
CT10

Num Answ 10

This represents the number of calls, derived from the corresponding percentage field, that were answered by this ACD-DN within the time represented by Answering Delay Spectrum category #10. Calls that are time overflowed into this ACD-DN do not count towards this value. Bins also contain calls which entered this ACD-DN via a CDN.

Ans Category 10

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
90. Number abandoned in category 1 **NUM** **ABND** **CAT1** ***Num Abnd 1*** This represents the number of calls, derived from the corresponding percentage field, that were received by this ACD-DN and then abandoned within the time represented by Abandoning Delay Spectrum category #1. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. This number of calls also includes IVR calls when the CCR option is enabled. Calls that are time overflowed into this ACD-DN do not count towards this value. Abd Category 1
91. Number abandoned in category 2 **NUM** **ABND** **CAT2** ***Num Abnd 2*** This represents the number of calls, derived from the corresponding percentage field, that were received by this ACD-DN and then abandoned within the time represented by Abandoning Delay Spectrum category #2. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. This number of calls also includes IVR calls when the CCR option is enabled. Calls that are time overflowed into this ACD-DN do not count towards this value. Abd Category 2

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
92. Number abandoned in category 3 **NUM** **ABND** **CAT3** ***Num Abnd 3*** This represents the number of calls, derived from the corresponding percentage field, that were received by this ACD-DN and then abandoned within the time represented by Abandoning Delay Spectrum category #3. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. This number of calls also includes IVR calls when the CCR option is enabled. Calls that are time overflowed into this ACD-DN do not count towards this value. Abd Category 3
93. Number abandoned in category 4 **NUM** **ABND** **CAT4** ***Num Abnd 4*** This represents the number of calls, derived from the corresponding percentage field, that were received by this ACD-DN and then abandoned within the time represented by Abandoning Delay Spectrum category #4. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. This number of calls also includes IVR calls when the CCR option is enabled. Calls that are time overflowed into this ACD-DN do not count towards this value. Abd Category 4

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
94. Number abandoned in category 5 **NUM** **ABND** **CAT5** ***Num Abnd 5*** This represents the number of calls, derived from the corresponding percentage field, that were received by this ACD-DN and then abandoned within the time represented by Abandoning Delay Spectrum category #5. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. This number of calls also includes IVR calls when the CCR option is enabled. Calls that are time overflowed into this ACD-DN do not count towards this value. Abd Category 5
95. Number abandoned in category 6 **NUM** **ABND** **CAT6** ***Num Abnd 6*** This represents the number of calls, derived from the corresponding percentage field, that were received by this ACD-DN and then abandoned within the time represented by Abandoning Delay Spectrum category #6. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. This number of calls also includes IVR calls when the CCR option is enabled. Calls that are time overflowed into this ACD-DN do not count towards this value. Abd Category 6

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

96. Number abandoned in category 7

NUM
ABND
CAT7

Num Abnd 7

This represents the number of calls, derived from the corresponding percentage field, that were received by this ACD-DN and then abandoned within the time represented by Abandoning Delay Spectrum category #7. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. This number of calls also includes IVR calls when the CCR option is enabled. Calls that are time overflowed *into* this ACD-DN do not count towards this value.

Abd Category 7

97. Number abandoned in category 8

NUM
ABND
CAT8

Num Abnd 8

This represents the number of calls, derived from the corresponding percentage field, that were received by this ACD-DN and then abandoned within the time represented by Abandoning Delay Spectrum category #8. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. This number of calls also includes IVR calls when the CCR option is enabled. Calls that are time overflowed *into* this ACD-DN do not count towards this value.

Abd Category 8

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
98. Number abandoned in category 9 **NUM** **ABND** **CAT9** ***Num Abnd 9*** This represents the number of calls, derived from the corresponding percentage field, that were received by this ACD-DN and then abandoned within the time represented by Abandoning Delay Spectrum category #9. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. This number of calls also includes IVR calls when the CCR option is enabled. Calls that are time overflowed *into* this ACD-DN do not count towards this value. Abd Category 9
99. Number abandoned in category 10 **NUM** **ABND** **CT10** ***Num Abnd 10*** This represents the number of calls, derived from the corresponding percentage field, that were received by this ACD-DN and then abandoned within the time represented by Abandoning Delay Spectrum category #10. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. This number of calls also includes IVR calls when the CCR option is enabled. Calls that are time overflowed *into* this ACD-DN do not count towards this value. Abd Category 10

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
100. Avg delay for network time overflowed calls at the destination DN **AVG** **NTOF** **DDEL** ***Av NTOF DDel*** This represents the average duration experienced by a caller who was network time overflowed to this ACD-DN before the call was answered. This does not include the time spent waiting in any queue prior to being logically queued to this one. Tot NTOF Dst Delay ÷ Num NTOF Calls
101. Avg delay for network time overflowed calls **AVG** **NTOF** **DEL** ***Avg NTOF Del*** This represents the average duration experienced by a caller who was network time overflowed to this ACD-DN before the call was answered. This includes the time spent waiting in any queue prior to being logically queued to this one. (Tot NTOF Src Delay + Tot NTOF Dst Delay) ÷ Num NTOF Calls
102. Avg delay for enhanced time overflowed calls **AVG** **ETOF** **DEL** ***Avg ETOF Del*** This represents the average duration experienced by a caller who was enhanced time overflowed to this ACD-DN before the call was answered. This includes the time spent waiting in any queue prior to being logically queued to this one. Basic TOF Calls field appears for **NACD MAX** only. (Tot ETOF Src Delay + Tot ETOF Dst Delay) ÷ (Num LTOF Calls – Basic TOF Calls)

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
103. Maximum delay for network time overflowed calls **MAX** **NTOF** **DEL** ***Max NTOF Del*** This represents the maximum duration experienced by a caller who was network time overflowed to this ACD-DN before the call was answered. This includes both the time waited at the originating queue and the time locally queued at the destination. Max NTOF Delay
104. Number of incoming local time overflowed calls **LTOF** **CALLS** ***LTOF Calls*** This represents the total number of local time overflowed calls that were answered by agents of this ACD-DN. This formula is valid only if the NACD option is enabled. Num LTOF Calls

— continued —

Table 32-1 (continued)
Destination ACD-DN statistics fields

Menu # and Entry (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

105. Number of incoming network time overflowed calls

NTOF
CALLS

NTOF Calls

This represents the total number of network time overflowed calls that were answered by agents of this ACD-DN.

Num NTOF Calls

106. Percentage of calls answrd that were local time overflowed-in

BTOF
%

% BTOF Calls

This represents the percentage of all calls that were local time overflowed into this ACD-DN and subsequently answered by the agents of this ACD-DN.

This formula is valid only if the NACD option is enabled. BTOF is referred to as TOF if the NACD option is disabled.

(Basic TOF Calls × 100) ÷ Calls Answered

107. Percentage of calls answrd that were network time overflowed-in

NTOF
%

% NTOF Calls

This represents the percentage of all calls that were network time overflowed into this ACD-DN and subsequently answered by the agents of this ACD-DN.

(Num NTOF Calls ÷ Calls Answered) × 100

— end —

Overflow statistics

Overflow statistics are accumulated for each source and destination ACD-DN combination. The statistics in this group are used to view source queue performance, destination queue performance, or to look at the overflow pattern.

Overflow data fields

The following list contains the data fields available in the Overflow statistics group when using the Formula Definition feature. Also included is a description of how each statistic field is calculated.

In the field descriptions below, "My_Node" refers to the value of the node for which the overflow table is kept. For example, if a call is network time overflowed IN, the destination node for that call is My_Node.

With certain fields, the point of view, (from the source or the destination node/DN) is very important. If a field has a point of view, the field is only meaningful for records where that node is My_Node. This condition applies to NTOF fields only, and is indicated in the descriptions below. Similar to the Destination ACD-DN statistics, data records, where the source and destination ACD-DNs are equal, are affected by CCR/EAR calls.

> ***Note:*** An * (asterisk) beside the field name indicates that the number of abandoned calls does not include calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. For more information on enabling or disabling the Night Call Abandon Reporting feature, refer to *Meridian MAX 6 Maintenance and Diagnostics Guide* (NTP 553-4001-811), "Maintenance and administration programs: system shutdown" chapter, "View/Modify Meridian MAX Options" section.

Basic TOF Calls

The number of calls time overflowed as a result of another queue's TOFT that were answered by agents of this queue. It does not include time overflow calls as a result of NACD Day/Night tables.

> *Note:* This field is available only for NACD since Basic Time Overflow differs from Local Time Overflow in this case.

Calls Abandoned *

The number of calls abandoned by each source/destination ACD-DN combination. Note that calls which do not overflow accumulate in a data record where the source and destination ACD-DNs are the same. Calls which do overflow accumulate in the data record for the particular source/destination ACD-DN combination. This field also includes local and network overflowed calls, as well as IVR calls when the CCR option is enabled. The source and destination queues are always the same when the call is abandoned.

Calls Answered

The number of calls which were answered by each source/destination ACD-DN combination. Otherwise the given for the Calls Abandoned field applies here. This number includes calls answered as a result of the CCR application "Queue To" or "Give IVR" request.

Calls Interflwd Busy

The number of calls given busy treatment as a result of the Supervisor Control of Queue Size (X11 Release 16) feature.

Dst Abd After Thrsh *

The number of abandoned calls which had a delay greater than or equal to the service level threshold value for the destination ACD-DN. This number includes IVR calls when the CCR option is enabled. The source and destination queues are always equal when the call is abandoned.

Dst Ans After Thrsh

The number of answered calls, including those that enhanced and network time overflowed and excluding those which basic time overflowed, that experienced an answering delay greater than or equal to the service level threshold value for the destination ACD-DN. This number includes calls answered as a result of the CCR application "Queue To" or "Give IVR" request.

The delay used is the delay at the destination only, meaning the time the call spent logically queued at the destination.

For nodal MAX, this value includes calls that enhanced or network time overflowed into the destination queue. Only basic calls are excluded because there is no delay at the destination with BTOF calls.

> ***Note:*** This field is zero for records where the destination node is not My_Node.

ETOF Ans After Thrsh

The number of enhanced time overflow answered calls, which experienced an answering delay greater than or equal to the service level threshold value for the destination ACD-DN. For local enhanced time overflow in calls the delay is the time spent in the logical time overflow queue.

Max Abandon Delay *

The longest delay of all abandoned calls. This value also includes IVR calls when the CCR option is enabled. The source and destination queues are always equal when the call is abandoned.

Max Answer Delay

The longest delay experienced by all answered calls, excluding local and network time overflowed calls. This time also includes calls answered as a result of the CCR application "Queue To" or "Give IVR" request. The delay is the time since the "Queue To" or "Give IVR" command is issued by CCR.

Max LTOF Delay

The maximum answering delay of all local time overflowed calls.

Max NTOF Delay

The maximum answering delay of network time overflowed calls for this source/destination ACD-DN combination. It includes both the time spent waiting at the originating queue and the time logically queued at the destination. This field may be used from either the destination's or the source's point of view.

Num Interflow Calls

The number of calls that entered the system via the source ACD-DN, which were sent out of the switch based on the interflow number or night number defined in Configuration Control. Interflowed calls have the same source and destination ACD-DN.

Num LTOF Calls

The number of answered calls that local time overflowed in. This field is always zero in data records where the source and destination ACD-DN are equal.

Num NTOF Ans Dlyd

The number of network time overflowed in calls answered at this destination ACD-DN, which experienced an answering delay greater than or equal to the TSFT threshold value for the destination ACD-DN. The delay is the time spent in the logical timed overflow queue.

Num NTOF In Calls

The number of network time overflowed calls answered by agents of this ACD-DN on this destination node (calls that came into this node). This field is zero for records where the source node is My_Node.

Num NTOF Out Calls

The number of calls that network time overflowed out of this source node (calls that left this node). This field is zero for records where the destination node is My_Node.

NTOF Ans After Thrsh

The number of network time overflow answered calls, which experienced an answering delay greater than or equal to the service level threshold value for the destination ACD-DN. For network time overflow in calls the delay is the time spent in the logical time overflow queue. This field is always zero in data records where the source and destination nodes are equal.

Num QOF Calls

The number of calls (answered or abandoned) that queue-count overflowed in. This field is always zero in data records where the source and destination ACD-DN are equal.

Num Received 1st RAN

The number of calls where the first recorded announcement was played.

Num Received 2nd RAN

The number of calls where the second recorded announcement was played.

Src Abd After Thrsh*

The number of abandoned calls that had a delay greater than or equal to the maximum delay threshold value for the source ACD-DN. This number also includes IVR calls when the CCR option is enabled. The source and destination queues are always equal when the call is abandoned.

Src Ans After Thrsh

The number of answered calls, including those that time overflow or enhanced time overflow, which experienced an answering delay greater than or equal to the TSFT threshold value for the source ACD-DN. The answering delay used is the total delay, not just the delay at the source before being logically queued to the destination. This value includes IVR calls when the CCR option is enabled.

This field excludes calls which network time overflow IN, since you cannot look up the delay threshold of the source ACD-DN when the call is on another node. So this field is zero for records where the source node is not My_Node. Also excluded are calls that network time overflow out, due to the field's current usage in the SRC SRV LVL % formula.

Tot ETOF Dst Delay

The total delay experienced at the destination ACD-DN for all enhanced time overflow answered calls. It is the time spent waiting in the logical time overflow queue before being answered by the destination ACD-DN.

Tot ETOF Src Delay

The total delay experienced at the originating node for all enhanced time overflow answered calls answered at this destination ACD-DN. It is the time spent waiting at the originating queue before being logically queued at the destination ACD-DN.

Tot NTOF Dst Delay

The total delay experienced at the destination node for all network time overflowed calls answered at this destination ACD-DN. It is the time spent waiting at the destination queue before being answered by the destination ACD-DN. This field is zero for records where the source node is My_Node.

Tot NTOF Src Delay

The total delay experienced at the originating node for all network time overflow calls answered at this destination ACD-DN. It is the time spent waiting at the originating queue before being logically queued at the destination ACD-DN. This field is zero for records where the source node is My_Node. To get the data from the source point of view, the Tot NTOF Out Delay field should be used.

Tot NTOF Out Delay

The total delay experienced by calls that network time overflowed out of this node and were answered by agents of the destination ACD-DN.

This field is zero for records where the destination node is My_Node.

Total Answer Delay

The total delay experienced by all answered calls excluding local and network time overflowed calls. This value includes calls answered as a result of the CCR application "Queue To" or "Give IVR" request. The delay is the time since the "Queue To" or "Give IVR" command is issued by CCR.

Total LTOF Delay

The total answering delay of all local time overflowed calls including the time the call spent waiting before becoming eligible for time overflowing. For enhanced time overflow the delay includes the entire delay.

Overflow statistics fields

The following table lists the statistics fields available in the Overflow statistics group when using the Tabular and Graphic Format Definition feature. Also included is a description of how each statistic field is calculated.

Table 32-2
Overflow statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
* Source Node Identifier **SRC** **NODE** **ID** ***Src Node ID*** The source node ID number (available with Network ACD Option enabled).
* Source ACD-DN number **SOURCE** **ACD-DN** **NUMBER** ***Src ACD-DN ID*** The source ACD-DN number.
* Source ACD-DN name **SOURCE** **ACD-DN** **NAME** ***Src ACD-DN Name*** The name assigned to the source ACD-DN. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the ACD-DN, the ACD-DN number is printed instead.

— continued —

Table 32-2 (continued)
Overflow statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
* Destination Node Identifier **DEST** **NODE** **ID** ***Dst Node ID*** The destination node ID number (available with Network ACD Option enabled).
* Destination ACD-DN number **DEST** **ACD-DN** **NUMBER** ***Dst ACD-DN ID*** The destination ACD-DN number.
* Destination ACD-DN name **DEST** **ACD-DN** **NAME** ***Dst ACD-DN Name*** The name assigned to the destination ACD-DN. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the ACD-DN, the ACD-DN number is printed instead.

— continued —

Table 32-2 (continued)
Overflow statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
* Base Time Unit **base** **time** **unit** ***Base Time Unit*** On a report, this column is replaced with an appropriate title and format. The titles are INTVL for an interval report, SHIFT for a shift report, DAY for a daily report, WEEK for a weekly report, MONTH for a monthly report and PERIOD for a period report. Intervals are displayed in a "hh:mm" format. Shifts are displayed by shift name. Days and weeks are displayed in a "mm/dd/yy" format. Months are displayed in a "aaaa yy" ("aaaa" is a month abbreviation) format. Periods are displayed by "aaaaa yy" ("aaaaa is a period name) format.
10. Average delay from source **AVG** **SRC** **DEL** ***Avg Src Delay*** This represents the average duration experienced by callers to the source ACD-DN, including the time spent waiting in the queue before being time overflowed to a destination ACD-DN. All of these callers were answered. **Note:** The NTOF fields appear for **NACD MAX** only. (Total LTOF Delay + Total Answer Delay + Tot NTOF Src Delay + Tot NTOF Dst Delay + Tot NTOF Out Delay) ÷ (Calls Answered + Num NTOF Out Calls)

— continued —

Table 32-2 (continued)
Overflow statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
11. Average delay from destination **AVG** **DST** **DEL** ***Avg Dst Del*** This represents the average duration experienced by callers to the destination ACD-DN, not including the time spent waiting in the queue before being local time overflowed to another ACD-DN. All of these callers were answered. Calls that are network time overflowed and enhanced time overflowed are included. **Note:** The Tot NTOF Dst Delay, Tot ETOF Dst Delay, and Basic TOF Calls fields appear for **NACD MAX** only. (Total Answer Delay + Tot NTOF Dst Delay + Tot ETOF Dst Delay) ÷ (Calls Answered –Basic TOF Calls)
12. Telephone service level of source ACD-DN **SRC** **SRV** **LVL** **%** ***Src Srv Lvl*** This represents the percentage of calls originated at the source ACD-DN that were answered and/or abandoned within the defined service threshold time for the source ACD-DN. This formula produces meaningful results when comparing ACD-DNs which use the same service threshold. ([(Calls Answered + Calls Abandoned) – (Src Ans After Thrsh + Src Abd After Thrsh)] × 100) ÷ (Calls Answered + Calls Abandoned)

— continued —

Table 32-2 (continued)
Overflow statistics fields

Menu # and Entry (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

13. Telephone service level of destination ACD-DN

DST
SRV
LVL
%

Dst Srv Lvl

This represents the percentage of calls, answered or abandoned at the destination ACD-DN (after a call is logically queued from the source ACD-DN), within the defined service threshold time. This formula produces meaningful results when comparing ACD-DNs which use the same service threshold. This includes calls answered as a result of the CCR application "Queue To" or "Give IVR" request.

([(Calls Answered + Calls Abandoned) – (Dst Ans After Thrsh + Dst Abd After Thrsh)] × 100) ÷ (Calls Answered + Calls Abandoned)

14. Number of calls accepted

CALLS
ACCPT

Num Accepted

The total number of calls that were received by this ACD-DN, regardless of whether they were answered or abandoned.

Calls Answered + Calls Abandoned

15. Total number of calls answered

TOT
CALLS
ANSWD

Tot Answered

This represents the total number of calls answered by agents of this ACD-DN. This also includes calls answered as a result of the CCR application "Queue To" or "Give IVR" request.

Calls Answered + Num NTOF Out Calls

— continued —

Table 32-2 (continued)
Overflow statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
16. Number of calls abandoned **CALLS** **ABAND** ***Num Abandnd*** This represents the total number of calls abandoned before they could be answered by agents of this ACD-DN. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. This also includes IVR calls when the CCR option is enabled. Calls Abandoned
17. Total number of calls that time overflowed **TOTAL** **TOF** **CALLS** ***Tot TOF Call*** This is the total number of local time overflowed calls and the total of network time overflowed calls answered by this ACD-DN. Num LTOF Calls + Num NTOF In Calls
18. Number of calls that queue-count overflowed **QOF** **CALLS** ***Num QOF*** This represents the number of calls received by this ACD-DN as a result of queue-count-overflow and local interflow. Num QOF Calls

— continued —

Table 32-2 (continued)
Overflow statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
19. Number of calls that interflowed out **INTER** **FLOW** ***Interflowed*** The number of calls that entered the system via the source ACD-DN, which were sent out of the switch based on the interflow number or night number defined in Configuration Control. Interflowed calls have the same source and destination ACD-DN. Num Interflow Calls
20. Number of calls that received 1st RAN **1ST** **DEL** **RAN** ***1st RAN*** The number of calls that received the first RAN announcement. Num Received 1st RAN
21. Number of calls that received 2nd RAN **2ND** **DEL** **RAN** ***2nd RAN*** The number of calls that received the second RAN announcement. Num Received 2nd RAN

— continued —

Table 32-2 (continued)
Overflow statistics fields

Menu # and Entry (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

22. Number of calls that received both RANs

DEL
RAN
1&2

Both RANs

This is the number of unique RAN announcements given to calls. Calls which received both 1st and 2nd RAN, add two to the number. If a call received the 2nd RAN several times, the peg is incremented by only one.

Num Received 1st RAN + Num Received 2nd RAN

23. Number of calls that interflowed to busy

BUSY

Intflow Busy

The number of calls given busy treatment as a result of the Supervisor Control of Queue Size (X11 Release 16) feature.

Calls Intrflwd Busy

24. Maximum Answering Delay

MAX
ANS
DEL

Max Ans Del

This represents the maximum duration a caller had to wait before the call was answered by an agent at this ACD-DN. This also includes the delay since the "Queue To" or "Give IVR" request was issued by the CCR application. ***Note:*** The MAX formula selects the largest of the three fields represented in the formula below.

MAX (Max Answer Delay, Max LTOF Delay, Max NTOF Delay)

— continued —

Table 32-2 (continued)
Overflow statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
25. Maximum Abandoning Delay **MAX** **ABD** **DEL** ***Max Abd Del*** This represents the maximum duration a caller waited before abandoning the call to this ACD-DN. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. This also includes IVR calls when the CCR option is enabled. Max Abandon Delay
26. Total percentage of calls that time overflowed **TOT** **TOF** **%** ***Tot TOF %*** This represents the percentage of all calls received that were local time overflowed or network time overflowed into this ACD-DN. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. [(Num LTOF Calls + Num NTOF In Calls) × 100] ÷ (Calls Answered + Calls Abandoned)
27. Percentage of calls that queue-count overflowed **QOF** **%** ***QOF %*** This represents the percentage of all calls received that were queue-count overflowed into this ACD-DN, regardless of whether the calls were answered or abandoned. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. (Num QOF Calls × 100) ÷ (Calls Answered + Calls Abandoned)

— continued —

Table 32-2 (continued)
Overflow statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
28. Number of network time overflowed out calls **NTOF OUT CALLS** ***NTOF Outclls*** This represents the total number of network time overflowed calls transferred out of this ACD-DN and answered by agents of another ACD-DN. Num NTOF Out Calls
29. Number of local time overflowed calls **LTOF CALLS** ***LTOF Calls*** This represents the total number of local time overflowed calls that were answered by agents of this ACD-DN. Num LTOF Calls
30. Number of network time overflowed in calls **NTOF IN CALLS** ***NTOF In Calls*** This represents the total number of network time overflowed in calls that were answered by agents of this ACD-DN. Num NTOF In Calls

— continued —

Table 32-2 (continued)
Overflow statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
31. Percentage of all basic time overflowed calls **BTOF** *%* ***% BTOF Calls*** This represents the percentage of all calls that were received due to local time overflow. This formula is valid only if the NACD option is enabled. BTOF is referred to as LTOF if the NACD option is disabled. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. (Basic TOF Calls × 100) ÷ (Calls Answered + Calls Abandoned)
32. Percentage of all network time overflowed calls **NTOF** *%* ***% NTOF Calls*** This represents the percentage of all calls that were received due to network time overflow. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. (Num NTOF In Calls × 100) ÷ (Calls Answered + Calls Abandoned)
— end —

Agent statistics

Agent data is accumulated for each agent/supervisor/ACD-DN combination. Also included are statistics for virtual agents assigned to ACD-DNs that act as IVR queues.

Agent data fields

The following list is the data fields available in the Agent statistics group when using the Formula Definition feature. Also included is a description of how each statistic field is calculated.

ACD Calls Transferred

The number of ACD calls transferred by the agent.

ACD Talk Time

The total time spent by the agent on an ACD call. It includes the time an ACD call, as well as a CCR/EAR call, is put on hold.

Busy Time

The total time spent by the agent in handling ACD or DN calls and in performing related processing. This time does not include waiting time.

Calls Answered

The number of calls answered by the agent, including enhanced and network time overflow calls. This number includes calls answered as a result of the CCR application "Queue To" or "Give IVR" request.

DN Calls In

The number of DN calls answered by the agent.

DN Calls Out

The number of DN calls originated by the agent.

DN Calls Transferred

The number of DN calls transferred by the agent.

Hold Time

The total time an agent had ACD calls, including CCR/EAR calls, on hold.

Incoming DN Time

The total time spent by the agent handling incoming DN calls.

Manned Time
The total time spent by the agent manning the ACD-DN. Manned time for each agent is accumulated from the time the agent logs in to the time the agent logs out.

Non-Activity Calls
The number of ACD, CCR/EAR or NACD calls handled by the agent in which no activity code was entered.

Not Ready Time
The total time spent by the agent in post call processing. This value includes all the time the agent had the Not Ready key active and no ACD or DN call was active.

Num NTOF Calls
The number of network time overflow calls answered by the agent.

Num Short Calls
The number of ACD, NACD or CCR/EAR calls handled by the agent which had a Direct Call Processing duration less than the short call threshold defined for the ACD-DN to which the agent is assigned.

Num Walk-away Periods
The number of times the agent walked away. If a walk-away period spans a reporting interval boundary, then the walk-away time is split among the reporting intervals, but the peg count for the walk-away is given in the reporting interval in which the walk-away period began.

Outgoing DN Time
The total time spent by the agent handling outgoing DN calls.

Wait Time
The total time spent by the agent waiting for an ACD, NACD, CCR or EAR call, not including the time spent on DN calls while waiting.

Walk-away Time
The total time spent by the agent in walk-away state.

Agent statistics fields

The following table lists the statistics fields available in the Agent statistics group when using the Tabular and Graphic Format Definition feature. Also included is a description of how each statistic field is calculated.

Table 32-3
Agent statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
* Agent ID **AGT** **ID** ***Agent ID*** Agent ID.
* Agent Name **AGT** **NAME** ***Agent Name*** The agent name assigned to the agent ID. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the Agent ID, the Agent ID is printed instead.
* Supervisor ID **SPV** ***Supervisor ID*** Supervisor ID-the supervisor who was responsible for the agent, or the supervisor to whom the agent position was assigned.
* ACD-DN number **ACD-DN** **NUMBER** ***Dst ACD-DN ID*** The number of the ACD-DN to which the agent was assigned.
— continued —

Table 32-3 (continued)
Agent statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
* ACD-DN name **ACD-DN** **NAME** ***Dst ACD-DN Name*** The name assigned to the destination ACD-DN. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the ACD-DN, the ACD-DN number is printed instead.
* Base Time Unit **base** **time** **unit** ***Base Time Unit*** On a report, this column is replaced with an appropriate title and format. The titles are INTVL for an interval report, SHIFT for a shift report, DATE for a daily report, WEEK for a weekly report, MONTH for a monthly report and PERIOD for a period report. Intervals are displayed in a "hh:mm" format. Shifts are displayed by shift name. Days and weeks are displayed in a "mm/dd/yy" format. Months are displayed in a "aaaa yy" ("aaaa" is a month abbreviation) format. Periods are displayed by "aaaaa yy" ("aaaaa is a period name) format.
10. Number of calls answered **CALLS** **ANSWD** ***Num Answered*** The number of calls answered by the agent, including enhanced and network time overflow calls. This includes calls that were answered as a result of the CCR application "Queue To" or "Give IVR" request. Calls Answered

— continued —

Table 32-3 (continued)
Agent statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
11. Number of non-activity code calls **NON ACTVY CALLS** ***Non Activity*** The number of ACD, CCR/EAR or NACD calls handled by the agent in which no activity code was entered. Non Activity Calls
12. Number of ACD calls transferred **ACD CALLS XFERD** ***Num ACD Xfrd*** This represents the number of ACD calls received by this agent and subsequently transferred. ACD Calls Transferred
13. Number of incoming DN calls **IN DN CALLS** ***In DN Calls*** This represents the number of incoming DN calls handled by this agent. DN Calls In

— continued —

Table 32-3 (continued)
Agent statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
14. Number of outgoing DN calls **OUT** **DN** **CALLS** ***Out DN Calls*** This represents the number of outgoing DN calls made by this agent. DN Calls Out
15. Number of DN calls **TOTAL** **DN** **CALLS** ***DN Calls*** This represents the number of incoming and outgoing DN calls handled by this agent. DN Calls In + DN Calls Out
16. Number of DN calls transferred **DN** **CALLS** **XFERD** ***Num DN Xferd*** This represents the number of DN calls received by this agent and subsequently transferred. DN Calls Transferred

— continued —

Table 32-3 (continued)
Agent statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
17. Number of short calls **SHORT** **CALLS** ***Short Calls*** This represents the number of ACD, NACD or CCR/EAR calls answered by this agent where the duration of the call falls within the Short Call threshold defined for the ACD-DN that the agent was assigned to. Num Short Calls
18. Average ACD talk time **AVG** **ACD** **TALK** **TIME** ***Avg ACD Talk*** This is the average duration per call that this agent spent, including the time the caller was on hold. This also includes CCR/EAR calls. ACD Talk Time ÷ Calls Answered
19. Average not ready time **AVG** **NOT** **RDY** **TIME** ***Avg Not Rdy*** This is the average duration that this agent spent in the Not Ready state. Not Ready Time ÷ Calls Answered

— continued —

Table 32-3 (continued)
Agent statistics fields

Menu # and Entry (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

---

20. Average time spent waiting for calls

AVG
WAIT
TIME

Avg Wait

This is the average duration that this agent spent waiting for another ACD, NACD, CCR or EAR call.

Wait Time ÷ Calls Answered

---

21. Average time spent working

AVG
WORK
TIME

Avg Work

This is the average duration this agent spent with a caller, including the time spent in Not Ready. This also includes CCR/EAR calls.

(ACD Talk Time + Not Ready Time) ÷ Calls Answered

---

22. Average time spent on hold

AVG
HOLD
TIME

Avg Hold

The is the average duration this agent kept their callers on hold.

Hold Time ÷ Calls Answered

— continued —

Table 32-3 (continued)
Agent statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
23. Average incoming DN call time **AVG** **DN** **IN** **TIME** ***Avg In DN*** This is the average duration that this agent spent on incoming DN calls. Incoming DN Time ÷ DN Calls In
24. Average outgoing DN call time **AVG** **DN** **OUT** **TIME** ***Avg Out DN*** This is the average duration this agent spent on outgoing DN calls. Outgoing DN Time ÷ DN Calls Out
25. Average DN call time **AVG** **DN** **TIME** ***Avg DN Time*** This is the average duration this agent spent on all DN calls handled by this agent, including incoming and outgoing DN calls. (Incoming DN Time + Outgoing DN Time) ÷ (DN Calls In + DN Calls Out)
— continued —

Table 32-3 (continued)
Agent statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
26. Average walkaway time **AVG** **WALK** **TIME** ***Avg Walk*** This is the average duration this agent spent in the walk-away state. Walk-away Time ÷ Num Walk-away Periods
27. Total ACD talk time **TOTAL** **ACD** **TALK** **TIME** ***ACD Talk Tme*** This is the total amount of time this agent spent on all of their ACD calls, including the time spent on hold but not including the time spent in the Not Ready state. This includes CCR/EAR calls. ACD Talk Time
28. Total not ready time **TOTAL** **NOT** **READY** **TIME** ***Not Rdy Time*** This is the total amount of time this agent spent in the Not Ready state. Not Ready Time

— continued —

Table 32-3 (continued)
Agent statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
29. Total DN incoming call time **TOTAL** **IN** **DN** **TIME** ***In DN Time*** This is the total amount of time this agent spent with incoming DN calls. Incoming DN Time
30. Total outgoing DN call time **TOTAL** **OUT** **DN** **TIME** ***Out DN Time*** This is the total amount of time this agent spent with outgoing DN calls. Outgoing DN Time
31. Total DN call time **TOTAL** **DN** **TIME** ***DN Time*** This is the total amount of time this agent spent on incoming and outgoing DN calls. Incoming DN Time + Outgoing DN Time

— continued —

Table 32-3 (continued)
Agent statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
32. Total time spent waiting **TOTAL WAIT TIME** ***Wait Time*** This is the total amount of time this agent spent waiting for another ACD, NACD, CCR or EAR call. Wait Time
33. Total time spent working **TOTAL WORK TIME** ***Work Time*** This is the total amount of time this agent spent talking to the caller as well as the time spent in the Not Ready state. This includes CCR/EAR calls. ACD Talk Time + Not Ready Time
34. Total time spent holding **TOTAL HOLD TIME** ***Hold Time*** This is the total amount of time this agent kept the callers on hold. Hold Time

— continued —

Table 32-3 (continued)
Agent statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
35. Total walkaway time **TOTAL WALK TIME** ***Walk Time*** This is the total amount of time spent in the walk-away state. Walk-away Time
36. Total time agents were busy **TOTAL BUSY TIME** ***Busy Time*** This is the total amount of time spent handling ACD calls, DN calls, and the Not Ready state. Busy Time
37. Total manned time of agent **TOTAL MAND TIME** ***Manned Time*** This is the total amount of time this agent was logged into the ACD-DN. Manned Time

— continued —

Table 32-3 (continued)
Agent statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
38. Percentage of manned time in DN calls **DN** **MAND** **%** ***DN/ Mand %*** This is the percentage of the time that this agent was logged onto an ACD-DN and spent time with a DN call. [(Incoming DN Time + Outgoing DN Time) × 100] ÷ Manned Time
39. Percentage of manned time worked **WORK** **MAND** **%** ***Work/Mand %*** This is the percentage of the time that this agent spent logged onto an ACD-DN and spent time talking to an ACD caller as well as spent time in the Not Ready state. It also includes CCR/EAR calls. [(ACD Talk Time + Not Ready Time) × 100] ÷ Manned Time

— continued —

Table 32-3 (continued)
Agent statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
40. Percentage of manned time busy **BUSY** **MAND** **%** ***Busy/Mand %*** This is the percentage of this agent's logged in time that was spent handling DN calls, ACD calls, and the Not Ready state. (Busy Time × 100) ÷ Manned Time
41. Number of network time overflowed calls answered by this agent **NTOF** **CALLS** ***NTOF Calls*** This is the number of network time overflowed calls handled by this agent. Num NTOF Calls
— end —

Route statistics

Route data accumulates for each route/trunk/source ACD-DN combination including ACD-DNs that act as IVR or CDN queues.

Route data fields

The following is a list of the data fields available in the Route statistics group when you are using the Formula Definition feature. Also included is a description of how each statistic field is calculated.

In the field descriptions that follow, the point of view is generally from the source ACD-DN perspective. However, any CCR/EAR calls that entered the system via a CDN are also included.

> ***Note:*** An * (asterisk) beside the field name indicates that the number of abandoned calls does not include calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. For more information on enabling or disabling the Night Call Abandon Reporting feature, refer to *Meridian MAX 6 Maintenance and Diagnostics Guide* (NTP 553-4001-811), "Maintenance and administration programs: system shutdown" chapter, "View/Modify Meridian MAX Options" section.

Calls Abandoned *

The number of calls that came into the system via this trunk, which were subsequently abandoned by the caller.

Calls Answered

The number of calls answered by agents of this ACD-DN, including calls which local or network time overflowed or queue-count overflowed into this ACD-DN. This number may also indicate the answered CCR/EAR calls that enter the switch via a CDN.

Calls Forced Busy

The total number of controlled CCR calls given a "Force Busy" treatment by the CCR application plus the number of EAR calls busied by the call ceiling.

Calls Forced to Disconnect

The total number of controlled CCR calls given a "Force Disconnect" treatment by the CCR application.

Calls Routed

The number of controlled mode CCR calls given the "Route TO" treatment by the CCR application, plus the number of "Give IVR" calls transferred by the IVR application.

Delay To Call Termination

The total delay experience for a call under CCR control, before it was given one of the following treatments: "Force Busy","Force Disconnect", "Route TO", or "Give IVR", and was then transferred by the IVR application.

NTOF In Call Time

This value is the total time of all network time overflow in calls from the time that the call was answered until it was released.

NTOF Out Call Time

This value is the total time of all network time overflow out calls from the time the call was answered until it was released. This time is for the outgoing route/trunk for the network call.

Num Abd After Thrsh *

The number of abandoned calls which had a delay greater than or equal to the service level threshold value for the source ACD-DN.

Num Ans After Thrsh

For non-network systems, this value is the number of answered ACD, CCR/EAR calls, excluding those which time overflowed into this ACD-DN, which experienced an answering delay greater than or equal to the maximum delay threshold value for the source ACD-DN.

For systems with enhanced and network time overflow, this value is the number of answered calls including enhanced and network time overflowed calls answered by this ACD-DN, which experienced an answering delay greater than or equal to the maximum delay threshold value for the destination ACD-DN. For enhanced and network time overflow in calls the delay is the time spent in the logical time overflow queue.

Num ATB Periods

The number of times all trunks in the route were busy. If an ATB period spans a reporting interval boundary, the duration of the ATB period is proportionally split between the reporting intervals. However, the number of ATB periods is only incremental in the reporting interval in which the ATB period started.

Num Interflow Calls

The number of calls that entered the system via the route, which were sent out of the switch based on the interflow number or night number defined in Configuration Control.

Num LTOF Calls

The number of local time overflowed calls answered by agents of this ACD-DN.

Num NTOF Calls

The number of network time overflowed calls answered by agents of this ACD-DN.

Num NTOF In Calls

The number of network overflow calls answered by this ACD-DN.

Num NTOF Out Calls

The number of calls that network time overflowed out and were answered at another node in the network.

Num QOF Calls

The number of calls that reached this ACD-DN via queue-count overflow and were answered or abandoned in this queue (the calls were not recalled to source due to time overflow).

Num Received 1st RAN

The number of calls where the first recorded announcement was played.

Num Received 2nd RAN

The number of calls where the second recorded announcement was played.

Time Span

This value is the time for which the route is being utilized within the reporting interval. This field is used to determine the percentage of time that all trunks in the route were busy.

Total Abandon Delay *

The total delay of all abandoned calls.

Total Answer Delay

The total delay experienced by all answered calls excluding calls which network or local time overflowed into this ACD-DN. This delay may also be for all answered CCR/EAR calls that entered the system via the given CDN.

Total ATB Time

This value is the total time that the route had all of its trunks busy.

Total Call Time

This value is the total time of all calls answered, from the time the call was answered until it was released.

Total Passthru Time

Although calls are initially received locally, they are not always answered locally. If a call is network time overflowed, the call can be made available to other agents in the network.

When a call is received by the local Meridian 1, transferred to a second Meridian 1, which in turn transfers the call to a third Meridian 1, where it is answered, passthru time is collected for the second Meridian 1. Passthru time is collected by the Meridian MAX that is connected to the second Meridian 1. The Total Passthru Time measures the amount of time the second Meridian 1 is used as a conduit for the call, from the time it is sent by the local Meridian 1 until the call is either terminated or transferred by the third Meridian 1.

Route statistics fields

The following table lists the statistics fields available in the Route statistics group when using the Tabular and Graphic Format Definition feature. Also included is a description of how each statistic field is calculated.

Table 32-4
Route statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
* Route Number **RT** **NUM** ***Route Number*** The route number.
* Route name **ROUTE** **NAME** ***Route Name*** The name assigned to the route number. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the route number, the route number is printed instead.

— continued —

Table 32-4 (continued)
Route statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
* Base Time Unit **base** **time** **unit** ***Base Time Unit*** On a report, this column is replaced with an appropriate title and format. The titles are INTVL for an interval report, SHIFT for a shift report, DAY for a daily report, WEEK for a weekly report, MONTH for a monthly and PERIOD for a period report. Intervals are displayed in a "hh:mm" format. Shifts are displayed by shift name. Days and weeks are displayed in a "mm/dd/yy" format. Months are displayed in a "aaaa yy" ("aaaa" is a month abbreviation) format. Periods are displayed by "aaaaa yy" ("aaaaa is a period name) format.
10. Number of hundred call seconds (CCS) **CCS** ***CCS*** A single CCS unit represents 100 seconds of time that a caller spent in the queue, whether the call was answered or abandoned. This may also indicate the CCS for CCR/EAR calls that entered the system via the given CDN. (Total Call Time + Total Abandon Delay + Total Answer Delay + Delay Before Call Termination) ÷ 100
11. Telephone service level **SRV** **LVL** ***Service Lvl*** The Telephone Service Level represents the percentage of calls, answered and/or abandoned, within the defined service threshold time. This formula produces meaningful results when comparing ACD-DNs which use the same service threshold. This level may also indicate the answered CCR/EAR calls that enter the switch via a CDN. ([(Calls Answered + Calls Abandoned) – (Num Ans After Thrsh + Num Abd After Thrsh)] ÷ (Calls Answered + Calls Abandoned)) × 100

— continued —

Table 32-4 (continued)
Route statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
12. Number of calls offered **CALLS** **OFFRD** ***Num Offered*** This represents the total number of calls that arrived at the ACD-DN over this route. This number excludes calls abandoned when the ACD-DN is in Night Service and has a Night Routing Table defined. An ACD-DN is in Night Service when all agents are logged out. If the source is a CDN, this number may also indicate the answered CCR/EAR calls that enter the switch over this route via a CDN. Calls Answered + Calls Abandoned + Num Interflow Calls + Calls Forced To Disconnect + Calls Forced Busy + Calls Routed
13. Number of calls answered **CALLS** **ANSWD** ***Num Answered*** This represents the total number of calls on this route that were answered. This number may also indicate the answered CCR/EAR calls that enter the switch via a CDN. Calls Answered

— continued —

Table 32-4 (continued)
Route statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
14. Number of calls answered before threshold **CALLS** **ANSWD** **BEFOR** **THRSH** ***Ans Early*** This represents the total number of calls on this route that were answered before the service level threshold for the source ACD-DN was reached. This number may also indicate the answered CCR/EAR calls that enter the switch via a CDN. Calls Answered – Num Ans After Thrsh
15. Number of calls answered after threshold **CALLS** **ANSWD** **AFTER** **THRSH** ***Ans Late*** This represents the total number of calls on this route that were answered at or after the service level threshold for the source ACD-DN was reached. This number may also indicate the answered CCR/EAR calls that enter the switch via a CDN. Num Ans After Thrsh
16. Number of calls abandoned **CALLS** **ABAND** ***Num Abndnd*** This represents the total number of calls abandoned on this route. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. Calls Abandoned

— continued —

Table 32-4 (continued)
Route statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
17. Number of calls abandoned before threshold exceeded **CALLS** **ABAND** **BEFOR** **THRSH** ***Abd Early*** This represents the total number of calls abandoned on this route before the threshold was reached. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. Calls Abandoned – Num Abd After Thrsh
18. Number of calls abandoned after threshold exceeded **CALLS** **ABAND** **AFTER** **THRSH** ***Abd Late*** This represents the total number of calls on this route that were abandoned at or after the service level threshold for the source ACD-DN was reached. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. Num Abd After Thrsh

— continued —

Table 32-4 (continued)
Route statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
19. Number of calls that queue-count overflowed out **QUEUE OVER FLOW** ***Num QOF*** This represents the total number of calls on this route that were queue-count overflowed calls. Num QOF Calls
20. Number of calls that time overflowed out **TIME OVER FLOW** ***Num TOF*** This represents the total number of calls on this route that were local time overflowed. Num LTOF Calls
21. Number of calls that overflowed out **OVER FLOW** ***Overflowed*** This represents the total number of calls on this route that were overflowed (queue count, local time, and network time). Num QOF Calls + Num LTOF Calls + Num NTOF Out Calls

— continued —

Table 32-4 (continued)
Route statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
22. Number of calls that interflowed out **INTER** **FLOW** ***Interflowed*** The number of calls that entered the system via the route, which were sent out of the switch based on the interflow number or night number defined in Configuration Control. Num Interflow Calls
23. Calls Forced Busy **CALLS** **FORCED** **BUSY** ***Force Busy*** The number of calls to the CDN while in controlled mode that were given busy treatment due to a "Force Busy" request by the CCR application, plus the number of EAR calls which received busy treatment because the call ceiling was reached. Calls Forced Busy
24. Number of calls that received 1st RAN **1ST** **DEL** **RAN** ***1st RAN*** The number of calls that received the first RAN announcement. Num Received 1st RAN

— continued —

Table 32-4 (continued)
Route statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
25. Number of calls that received 2nd RAN **2ND** **DEL** **RAN** ***2nd RAN*** The number of calls that received the second RAN announcement. Num Received 2nd RAN
26. Number of calls that received both RANs **DEL** **RAN** **1&2** ***Both RANs*** This is the number of unique RAN announcements given to calls. Calls which received both 1st and 2nd RAN, add two to the number. If a call received the 2nd RAN several times, the peg is incremented by only one. Num Received 1st RAN + Num Received 2nd RAN
27. Average duration of a call **AVG** **CALL** **TIME** ***Av Call Time*** This represents the average duration of a call, from the time it was received by the route until the call was either released or abandoned. This delay may also be for all answered CCR/EAR calls that entered the system via the given CDN. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. (Total Abandon Delay + Total Answer Delay + Total Call Time) ÷ (Calls Abandoned + Calls Answered)

— continued —

Table 32-4 (continued)
Route statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
28. Number of all trunks busy (ATB) periods **NUM** **ATB** ***Num ATBs*** This represents the total number of "All Trunks Busy" periods. Num ATB Periods
29. Average duration of all trunks busy (ATB) periods **AVG** **ATB** **TIME** ***Avg ATB*** This represents the average duration of this route's "All Trunks Busy" periods. Total ATB Time ÷ Num ATB Periods
30. Total duration of all trunks busy (ATB) periods **TOTAL** **ATB** **TIME** ***ATB Time*** This represents the total time this route experienced the "All Trunks Busy" state. Total ATB Time

— continued —

Table 32-4 (continued)
Route statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
31. Percentage time that all trunks were busy (ATB) **ATB** **%** ***ATB %*** This represents the percentage of time that this route spent in "All Trunks Busy" state. (Total ATB Time × 100) ÷ Time Span
32. Number of hundred call seconds for network overflow in calls **NTOF** **IN** **CCS** ***NTOF In CCS*** This represents the number of hundred call seconds this route was used for incoming network time overflowed calls. NTOF In Call Time ÷ 100
33. Number of hundred call seconds for network overflow out calls **NTOF** **OUT** **CCS** ***NTOF Out CCS*** This represents the number of hundred call seconds this route was used for outgoing network time overflowed calls. NTOF Out Call Time ÷ 100

— continued —

Table 32-4 (continued)
Route statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
34. Number of incoming network overflow calls **NTOF** **IN** **CALLS** ***NTOF InCalls*** This represents the total number of incoming network time overflowed calls received on this route. Num NTOF In Calls
35. Number of outgoing network overflow calls **NTOF** **OUT** **CALLS** ***NTOF OutCall*** This represents the total number of outgoing network time overflowed calls received on this route. Num NTOF Out Calls
36. Total Passthru Time **TOTAL** **PTHRU** **TIME** ***Pthru Time*** When a call is received by the local Meridian 1, transferred to a second Meridian 1, which in turn transfers the call to a third Meridian 1, where it is answered, passthru time is collected by the second Meridian 1's Meridian MAX. The Total Passthru Time measures the amount of time the second Meridian 1 is used as a conduit for the call from the time it is sent by the local Meridian 1 until the call is either terminated or transferred by the third Meridian 1. Total Passthru Time
— end —

Trunk statistics

Trunk data accumulates for each route/trunk/source ACD-DN combination including ACD-DNs that act as IVR or CDN queues.

Trunk data fields

The following list is the data fields available in the Trunk statistics group when using the Formula Definition feature. Also included is a description of how each statistic field is calculated.

In the field descriptions that follow, the point of view is from the source ACD-DN perspective. However, any CCR/EAR calls that entered the system via a CDN are also included here.

> ***Note:*** An * (asterisk) beside the field name indicates that the number of abandoned calls does not include calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. For more information on enabling or disabling the Night Call Abandon Reporting feature, refer to *Meridian MAX 6 Maintenance and Diagnostics Guide* (NTP 553-4001-811), "Maintenance and administration programs: system shutdown" chapter, "View/Modify Meridian MAX Options" section.

Calls Abandoned *

The number of calls that came into the system via this trunk which were subsequently abandoned by the caller.

Calls Answered

The number of calls answered by agents of the source ACD-DN, or by agents of other ACD-DNs if the call was local, enhanced, network time overflowed, or queue-count overflowed. This number may also indicate the answered CCR/EAR calls that enter the switch via a CDN.

Calls Forced Busy

The total number of controlled CCR calls given a "Force Busy" treatment by the CCR application, plus the number of EAR calls busied by the call ceiling.

Calls Forced to Disconnect

The total number of controlled calls given a "Force Disconnect" treatment by the CCR application.

Calls Routed

The number of controlled mode calls given the "Route TO" treatment by the CCR application, plus the number of "Give IVR" calls transferred by the IVR application.

Delay To Call Termination

The total delay experience for a call under CCR control, before it was given one of the following treatments: "Force Busy"; "Force Disconnect"; "Route TO"; or "Give IVR" and was then transferred by the IVR application.

NTOF In Call Time

This value is the total time of all network time overflow in calls from the time that the call was answered until it was released.

NTOF Out Call Time

This value is the total time of all network time overflowed out calls from the time that the call was answered until it was released. This time is for the outgoing route/trunk for the network call.

Num Abd After Threshold *

The number of abandoned calls which had a delay greater than or equal to the service level threshold value for the source ACD-DN.

Num Ans After Threshold

The number of answered calls (see "Calls Answered") which experienced an answering delay greater than or equal to the maximum delay threshold value for the source ACD-DN. For enhanced time overflow out calls, this value includes the total time spent at this queue and the logical time spent at the destination queue. For systems with the CCR/EAR option, this number includes all CCR/EAR answered calls that entered the system via the given CDN.

Num Interflow Calls

The number of calls that entered the system via this trunk, which were sent out of the switch based on the interflow number or night number defined in Configuration Control.

Num LTOF Calls

The number of calls which local time overflowed and were answered by agents of a target ACD-DN. This number excludes calls which were time overflowed but subsequently answered by agents of the source ACD-DN.

Num NTOF In Calls

The number of network time overflow calls answered by this ACD-DN.

Num NTOF Out Calls

The number of calls that network time overflowed out and were answered at another node in the network.

Num QOF Calls

The number of calls (answered or abandoned) which queue-count overflowed out of the source ACD-DN.

Num Received 1st RAN

The number of calls where the first recorded announcement was played.

Num Received 2nd RAN

The number of calls where the second recorded announcement was played.

Total Abandon Delay *

The total delay of all abandoned calls.

Total Answer Delay

The total delay experienced by all answered calls. For enhanced time overflow out calls this value includes the time spent at the source queue. This delay may also be for all answered CCR/EAR calls that entered the system via the given CDN.

Total Call Time

This value is the total time of all calls answered, from the time that the call was answered until it was released.

Total Passthru Time

Although calls are initially received locally, they are not always answered locally. If a call is network time overflowed, the call could be available to other agents in the network. If the call is answered by an agent at another MAX site, then the Total Passthru Time measures the amount of time that passes between the time the local MAX sends the call to the answering MAX and the time the answering MAX finishes with the call (either by terminating the call or transferring the call to another MAX).

Trunk statistics fields

The following table lists the statistics fields available in the Trunk statistics group when using the Tabular and Graphic Format Definition feature. Also included is a description of how each statistic field is calculated.

Table 32-5
Trunk statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
* Route Number **RT** **NUM** ***Route Number*** The route number.
* Route name **ROUTE** **NAME** ***Route Name*** The name assigned to the route number. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the route number, the route number is printed instead.
* Trunk number within route **TRUNK** ***Trunk Number*** The trunk number within the route. The only meaningful way to use this field is to place it to the right of the route name or route number field, though the system does not stop you from using it elsewhere.

— continued —

Table 32-5 (continued)
Trunk statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
* Source ACD-DN number **ACD-DN NUMBER** ***Src ACD-DN ID*** The source ACD-DN number. This is the ACD-DN/CDN on which the trunk terminates.
* Source ACD-DN name **ACD-DN NAME** ***Src ACD-DN Name*** The name assigned to the source ACD-DN/CDN. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the ACD-DN/CDN, the ACD-DN/CDN number is printed instead.
* Base Time Unit **base time unit** ***Base Time Unit*** On a report, this column is replaced with an appropriate title and format. The titles are INTVL for an interval report, SHIFT for a shift report, DAY for a daily report, WEEK for a weekly report, MONTH for a monthly report and PERIOD for a period report. Intervals are displayed in a "hh:mm" format. Shifts are displayed by shift name. Days and weeks are displayed in a "mm/dd/yy" format. Months are displayed in a "aaaa yy" ("aaaa" is a month abbreviation) format. Periods are displayed by "aaaaa yy" ("aaaaa is a period name) format.

— continued —

Table 32-5 (continued)
Trunk statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
10. Number of hundred call seconds (CCS) **CCS** ***CCS*** A single CCS unit represents 100 seconds of time that a caller spent in the queue, whether their call was answered or abandoned. This may also indicate the CCS for CCR/EAR calls that entered the system via the given CDN. (Total Call Time + Total Abandon Delay + Total Answer Delay + Delay Before Call Termination) ÷ 100
11. Telephone service level **SRV** **LVL** ***Service Lvl*** The Telephone Service Level represents the percentage of calls, answered and/or abandoned, within the defined service threshold time. This formula produces meaningful results when comparing ACD-DNs which use the same service threshold. This level may also indicate the answered CCR/EAR calls that enter the switch via a CDN. ([(Calls Answered + Calls Abandoned) – (Num Ans After Thrsh + Num Abd After Thrsh)] × 100) ÷ (Calls Answered + Calls Abandoned)

— continued —

Table 32-5 (continued)
Trunk statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
12. Number of calls offered **CALLS** **OFFRD** ***Num Offered*** This represents the total number of calls that arrived at the ACD-DN over this trunk. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. This number also indicates the answered CCR/EAR calls that enter the switch over this trunk via a CDN. Calls Answered + Calls Abandoned + Num Interflow Calls + Calls Forced To Disconnect + Calls Forced Busy + Calls Routed
13. Number of calls answered **CALLS** **ANSWD** ***Num Answered*** This represents the number of calls on this trunk that were answered. This number may also indicate the answered CCR/EAR calls that enter the switch via a CDN. Calls Answered
14. Number of calls answered before threshold exceeded **CALLS** **ANSWD** **BEFOR** **THRSH** ***Ans Early*** This represents the total number of calls on this trunk that were answered before the service level threshold for the source ACD-DN was reached. This number may also indicate the answered CCR/EAR calls that enter the switch via a CDN. Calls Answered – Num Ans After Thrsh

— continued —

Table 32-5 (continued)
Trunk statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
15. Number of calls answered after threshold exceeded **CALLS** **ANSWD** **AFTER** **THRSH** ***Ans Late*** This represents the total number of calls on this trunk that were answered at or after the service level threshold for the source ACD-DN was reached. This number may also indicate the answered CCR/EAR calls that enter the switch via a CDN. Num Ans After Thrsh
16. Number of calls abandoned **CALLS** **ABAND** ***Num Abndnd*** This represents the total number of calls on this trunk that were subsequently abandoned. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. Calls Abandoned

— continued —

Table 32-5 (continued)
Trunk statistics fields

Menu # and Entry (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

17. Number of calls abandoned before threshold exceeded

CALLS
ABAND
BEFOR
THRSH

Abd Early

This represents the total number of calls on this trunk that were abandoned before the service level threshold for the source ACD-DN was reached. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower.

Calls Abandoned – Num Abd After Thrsh

18. Number of calls abandoned after threshold exceeded

CALLS
ABAND
AFTER
THRSH

Abd Late

This represents the total number of calls on this trunk that were abandoned at or after the service level threshold for the source ACD-DN was reached. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower.

Num Abd After Thrsh

— continued —

Table 32-5 (continued)
Trunk statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
19. Number of calls that queue-count overflowed out **QUEUE** **OVER** **FLOW** ***Num QOF*** This represents the total number of calls on this route that were queue-count overflowed out. Num QOF Calls
20. Number of calls that time overflowed out **TIME** **OVER** **FLOW** ***Num TOF*** This represents the total number of calls on this trunk that were local time overflowed out. Num LTOF Calls
21. Number of calls that overflowed out **OVER** **FLOW** ***Overflowed*** This represents the number of calls on this trunk that were overflowed out. This includes queue-count overflow, local time overflow, and network time overflow calls. Num QOF Calls + Num LTOF Calls + Num NTOF Out Calls

— continued —

Table 32-5 (continued)
Trunk statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
22. Number of calls that interflowed out **INTER** **FLOW** ***Interflowed*** This represents the number of calls that entered the system via this trunk or source ACD-DN, which were sent out of the switch based on the interflow number or night number defined in Configuration Control. Num Interflow Calls
23. Calls Forced Busy **CALLS** **FORCED** **BUSY** ***Force Busy*** The number of calls to the CDN while in controlled mode that were given busy treatment due to a "Force Busy" request by the CCR application, plus the number of EAR calls which received busy treatment because the call ceiling was reached. Calls Forced Busy
24. Number of calls that received 1st RAN **1ST** **DEL** **RAN** ***1st RAN*** The number of calls that received the first RAN announcement. Num Received 1st RAN

— continued —

Table 32-5 (continued)
Trunk statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
25. Number of calls that received 2nd RAN **2ND** **DEL** **RAN** ***2nd RAN*** The number of calls that received the second RAN announcement. Num Received 2nd RAN
26. Number of calls that received both RANs **DEL** **RAN** **1&2** ***Both RANs*** This is the number of unique RAN announcements given to calls. Calls which received both 1st and 2nd RAN, add two to the number. If a call received the 2nd RAN several times, the peg is incremented by only one. Num Received 1st RAN + Num Received 2nd RAN
27. Average duration of call **AVG** **CALL** **TIME** ***Av Call Time*** This represents the average duration of a call handled by this trunk, from the time the call was received to the time the call was released or abandoned. This delay may also be for all answered CCR/EAR calls that entered the system via the given CDN. (Total Abandon Delay + Total Answer Delay + Total Call Time) ÷ (Calls Abandoned + Calls Answered)
— continued —

Table 32-5 (continued)
Trunk statistics fields

Menu # and Entry (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

28. Number of hundred call seconds for network overflow in calls

NTOF
IN
CCS

NTOF In CCS

This represents the duration of the incoming network time overflow calls, in hundred call seconds, that were handled by this trunk.

NTOF In Call Time ÷ 100

29. Number of hundred call seconds for network overflow out calls

NTOF
OUT
CCS

NTOF Out CCS

This represents the duration of the outgoing network time overflow calls, in hundred call seconds, that were handled by this trunk.

NTOF Out Call Time ÷ 100

30. Number of incoming network overflow calls

NTOF
IN
CALLS

NTOF InCalls

This represents the total number of incoming network time overflow on this trunk.

Num NTOF In Calls

— continued —

Table 32-5 (continued)
Trunk statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
31. Number of outgoing network overflow calls **NTOF OUT CALLS** ***NTOF OutCall*** This represents the total number of outgoing network time overflow calls on this trunk. Num NTOF Out Calls
32. Total Passthru Time **TOTAL PTHRU TIME** ***Pthru Time*** The Total Passthru Time measures the amount of time that passes between the time the local Meridian 1 sends the call to the remote Meridian 1 that is answering the call, and the time that the answering Meridian 1 finishes with the call (either by terminating the call or transferring the call to another Meridian 1). (Available with Network ACD Option enabled) Total Passthru Time
— end —

DNIS statistics

The DNIS data is accumulated for each DNIS number.

DNIS data fields

The following list shows the data fields available in the DNIS statistics group when using the Formula Definition feature. Also included is a description of how each statistic field is calculated. The call abandoned fields in this statistics group are pegged if a DNIS call is abandoned.

> *Note:* An * (asterisk) beside the field name indicates that the number of abandoned calls does not include calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. For more information on enabling or disabling the Night Call Abandon Reporting feature, refer to *Meridian MAX 6 Maintenance and Diagnostics Guide* (NTP 553-4001-811), "Maintenance and administration programs: system shutdown" chapter, "View/Modify Meridian MAX Options" section.

ACD Talk Time

The total time spent on ACD, NACD, CCR or EAR calls by all agents answering calls for this DNIS number, including time the calls are on hold.

Calls Abandoned*

The number of DNIS ACD calls abandoned by the caller while waiting to be answered by an agent.

Calls Answered

The number of ACD, NACD, CCR and EAR calls answered for the DNIS number including time overflowed and queue-count overflowed calls.

Max Abandon Delay*

The longest delay of all abandoned calls.

Max Answer Delay

The longest delay experienced by all answered calls including time overflowed calls and CCR/EAR calls that have DNIS association with them.

Num Abd After Threshold*

The number of DNIS calls that were abandoned and had an abandoning delay greater than or equal to the service level defined for this DNIS number.

Num Ans After Threshold

The number of DNIS calls, including CCR/EAR calls that have DNIS association with them, that were answered and had an answering delay greater than or equal to the service level value defined for this DNIS number. Local, enhanced, and network time overflowed calls are included in this count.

Total Answer Delay

The total delay experienced by all answered calls for the DNIS number, including the delay associated with time overflowed calls and CCR/EAR calls that have DNIS association with them.

Total Abandon Delay*

The total delay of all abandoned calls for the DNIS number.

DNIS statistics fields

The following table lists the statistics fields available in the DNIS statistics group when using the Tabular and Graphic Format Definition feature. Also included is a description of how each statistic field is calculated.

Table 32-6
DNIS statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
* DNIS number **DNIS NMBR** ***DNIS ID*** The DNIS number.
* DNIS name **DNIS NAME** ***DNIS Name*** The name assigned to the DNIS number. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the DNIS number, the DNIS number is printed instead.

— continued —

Table 32-6 (continued)
DNIS statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
* Base Time Unit **base** **time** **unit** ***Base Time Unit*** On a report, this column is replaced with an appropriate title and format. The titles are INTVL for an interval report, SHIFT for a shift report, DAY for a daily report, WEEK for a weekly report, MONTH for a monthly report and PERIOD for a period report. Intervals are displayed in a "hh:mm" format. Shifts are displayed by shift name. Days and weeks are displayed in a "mm/dd/yy" format. Months are displayed in a "aaaa yy" ("aaaa" is a month abbreviation) format. Periods are displayed by "aaaaa yy" ("aaaaa is a period name) format.
10. Total calls to DNIS **TOTAL** **DNIS** **CALLS** ***DNIS Calls*** This represents the total number of ACD, NACD, CCR and EAR calls received by this DNIS number. Calls Answered + Calls Abandoned
11. Number of DNIS calls answered **CALLS** **ANSWD** ***DNIS Answered*** This represents the total number of ACD, NACD, CCR and EAR calls that were answered by this DNIS number. Calls Answered

— continued —

Table 32-6 (continued)
DNIS statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
12. Number of DNIS calls abandoned **CALLS** **ABAND** ***DNIS Abandnd*** This represents the total number of calls that were abandoned by this DNIS number. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. Calls Abandoned
13. Average ACD Talk Time **AVG** **ACD** **TALK** **TIME** ***Avg ACD Talk*** This represents the average duration of the ACD, NACD, CCR or EAR call to this DNIS number, from the time the call was answered until the call was released. ACD Talk Time ÷ Calls Answered
14. Average answering delay **AVG** **ANS** **DEL** ***Avg Ans Del*** This represents the average duration a caller to this DNIS number waited before the call was answered. This also includes CCR/EAR calls that have DNIS associations with them. Total Answer Delay ÷ Calls Answered

— continued —

Table 32-6 (continued)
DNIS statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
15. Average abandoning delay **AVG** **ABD** **DEL** ***Avg Abd Del*** This represents the average duration a caller to this DNIS waited before abandoning the call. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower. Total Abandon Delay ÷ Calls Abandoned
16. Maximum answering delay **MAX** **ANS** **DEL** ***Max Ans Del*** This represents the maximum duration that a caller to this DNIS waited before the call was answered. This also includes CCR/EAR calls that have DNIS associations with them, but excludes calls abandoned when the ACD-DN is in Night Service and has a Night Routing Table defined. An ACD-DN is in Night Service when all agents are logged out. Max Answer Delay

— continued —

Table 32-6 (continued)
DNIS statistics fields

Menu # and Entry (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

17. Maximum abandoning delay

MAX
ABD
DEL

Max Abd Del

This represents the maximum duration that a caller to this DNIS waited before abandoning the call. This number excludes calls abandoned for an ACD-DN (in night service and using a Night Routing Table) if the Night Call Abandon Reporting feature is disabled or the Meridian 1 switch is running with Release 18 or lower.

Max Abandon Delay

18. Telephone service level

SRV
LVL
%

Srv Level

The Telephone Service Level represents the percentage of calls, including CCR or EAR calls that have DNIS association with them, answered and/or abandoned, within the defined service threshold time. This formula produces meaningful results when comparing DNISs which use the same service threshold.

([(Calls Answered + Calls Abandoned) – (Num Ans After Thrsh + Num Abd After Thrsh)] × 100) ÷ (Calls Answered + Calls Abandoned)

— end —

Activity Code statistics

Activity code data is accumulated for each activity code and destination ACD-DN combination including those ACD-DNs that act as IVR queues. Note each ACD, NACD, CCR or EAR call can have several activity codes associated with it.

Activity Code data fields

The following list is the data fields available in the Activity Code statistics group when using the Formula Definition feature. Also included is a description of how each statistic field is calculated.

Num Occurrences

The number of times the activity code was entered by agents of the ACD-DN. If the same code is entered more than once on the same call, then this field is increased by the number of times the code was entered.

Time Spent

The total time charged to the activity code.

Activity Code statistics fields

The following table lists the statistics fields available in the Activity Code statistics group when using the Tabular and Graphic Format Definition feature. Also included is a description of how each statistic field is calculated.

Table 32-7
Activity Code statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
* Activity code number **ACTV** **CODE** ***Activity Code*** The Activity Code number entered.
* Activity code name **ACTIVITY** **NAME** ***Activity Name*** The name assigned to the activity code. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the activity code, the activity code number is printed instead.
* ACD-DN number **ACD-DN** **NUMBER** ***Dst ACD-DN ID*** The destination ACD-DN at which the ACD, NACD, CCR or EAR call was answered and for which an activity code was entered.

— continued —

Table 32-7 (continued)
Activity Code statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
* ACD-DN name **ACD-DN NAME** ***Dst ACD-DN Name*** The name assigned to the destination ACD-DN. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the ACD-DN, the ACD-DN number is printed instead.
* Base Time Unit **base time unit** ***Base Time Unit*** On a report, this column is replaced with an appropriate title and format. The titles are INTVL for an interval report, SHIFT for a shift report, DAY for a daily report, WEEK for a weekly report, MONTH for a monthly report and PERIOD for a period report. Intervals are displayed in a "hh:mm" format. Shifts are displayed by shift name. Days and weeks are displayed in a "mm/dd/yy" format. Months are displayed in a "aaaa yy" ("aaaa" is a month abbreviation) format. Periods are displayed by "aaaaa yy" ("aaaaa is a period name) format.
10. Total time charged to activity code **TOTAL TIME** ***Time Charged*** This represents the total call time charged to this activity code. Time Spent

— continued —

Table 32-7 (continued)
Activity Code statistics fields

Menu # and Entry (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

11. Average duration activity code charged to

AVG
TIME

Avg Charged

This represents the average amount of call time per entry of this activity code spent on this activity code.

Time Spent ÷ Num Occurrences

12. Number of times activity code charged to

NUM
CHARGES

Num Charged

This represents the total number of times this activity code was selected during all of the calls.

Num Occurrences

— end —

RAN Route statistics

The statistics collected in this group provide information on RAN route utilization. This statistics group is available only if the Meridian 1 is running X11 Release 17 or higher.

RAN Route data fields

The following list is the data fields available in the RAN Route statistics group when using the Formula Definition feature. Also included is a description of how each statistic field is calculated.

Num of RAN Accesses

The number of times this record announcement route was accessed.

Tot of RAN Access Time

The total amount of time the recorded announcement route was in use.

RAN Route statistics fields

The following table lists the statistics fields available in the RAN Route statistics group when using the Tabular and Graphic Format Definition feature. Also included is a description of how each statistic field is calculated.

Table 32-8
RAN Route statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
* RAN Route Number **RAN** **RTE** **NUM** ***Route Number*** The route number.
* RAN Route Name **RAN** **ROUTE** **NAME** ***Route Name*** The name assigned to the route number. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the route number, the route number is printed instead.

— continued —

Table 32-8 (continued)
RAN Route statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
* Base Time Unit **base** **time** **unit** ***Base Time Unit*** On a report, this column is replaced with an appropriate title and format. The titles are INTVL for an interval report, SHIFT for a shift report, DAY for a daily report, WEEK for a weekly report, MONTH for a monthly report and PERIOD for a period report. Intervals are displayed in a "hh:mm" format. Shifts are displayed by shift name. Days and weeks are displayed in a "mm/dd/yy" format. Months are displayed in a "aaaa yy" ("aaaa" is a month abbreviation) format. Periods are displayed by "aaaaa yy" ("aaaaa is a period name) format.
10. RAN accesses **NUM** **RAN** **CALLS** ***RAN accesses*** The number of times that this record announcement route was accessed. Num of RAN Accesses
11. RAN number hundred calls seconds RAN CCS **RAN** **CCS** ***RAN CCS*** The number of hundred call seconds the RAN route was being used. Tot RAN Access Time ÷ 100
— end —

CDN statistics

The statistics collected in this group provide historical information on source CDNs. This statistics group is only available if the CCR/EAR option is enabled.

CDN data fields

The following list is the data fields available in the CDN statistics group when using the Formula Definition feature. Also included is a description of how each statistic field is calculated.

Abd Category n

This value is the number of CDN calls abandoned which experienced a delay within the "nth" answering delay category, as defined by the customer in Parameter Administration. "n" is a number in the range 1..10.

This number includes IVR calls abandoned.

Ans Category n

This value is the number of CDN calls answered which experienced a delay within the "nth" answering delay category, as defined by the customer in Parameter Administration. "n" is a number in the range 1..10.

This number does not include calls answered at an IVR queue.

Calls Abandoned

The total number of calls accepted at the Control DN abandoned while waiting to be answered through the controlled operation.

This includes IVR calls.

Calls Answered

The total number of calls accepted at the Control DN which were answered through the controlled operation.

This number does not include IVR calls answered.

Calls Abd Aft Thres

The number of CDN calls abandoned after waiting past the maximum delay threshold defined for this CDN in Threshold Definition.

Calls Ans Aft Thres
The number of CDN calls answered after waiting past the maximum delay threshold defined for this CDN in Threshold Definition.

Calls to Default DN
The number of CDN calls directed to the default ACD-DN because the CDN was in default mode.

Calls Forced to Disconnect
The number of controlled mode CDN calls given the "Force Disconnect" treatment by the CCR application.

Calls Forced Busy
The number of controlled mode CDN calls given the "Force Busy" treatment by the CCR application, plus the number of EAR calls busied because of the call ceiling.

Calls Given IVR
The total number of controlled mode CDN calls given the "Give IVR" treatment by the CCR application and answered by the IVR queue.

Calls Routed
The number of controlled mode CDN calls given the "Route To" treatment by the CCR application.

Calls Xfrd From IVR
The total number of controlled calls given the "Give IVR" treatment by the CCR application, and then the IVR application transferred the call.

Max Abandoned Delay
The longest delay of all abandoned CDN calls.

Max Answering Delay
The longest delay experienced by all answered CDN calls.

Tot Answering Delay
The total delay experienced by all answered CDN calls.

Total Del Before Abandoning
The total delay of all abandoned CDN calls.

Total Del Before Busied

The total delay experienced by any CDN call given the "Force Busy" treatment from the CCR application.

Total Del Before Disconnect

The total delay experienced by any CDN call given the "Force Disconnect" treatment from the CCR application.

Total Del Before Routing

The total delay experienced by any CDN call given the "Route To" treatment from the CCR application.

Total IVR Ans Del

The total delay experienced from the time the call enters the CDN until it is answered by the IVR equipment.

CDN statistics fields

The following table lists the statistics fields available in the CDN statistics group when using the Tabular and Graphic Format Definition feature. Also included is a description of how each statistic field is calculated.

Table 32-9
CDN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
* Control DN Number **CDN NUMBER** ***CDN ID*** The CDN number.
* Control DN Name **CDN NAME** ***CDN Name*** The name is assigned to the CDN. If the name is longer than the width field, it is truncated on the right. If there is no name assigned to the CDN, the CDN number is printed instead.
* Base Time Unit **base time unit** ***Base Time Unit*** On a report, this column is replaced with an appropriate title and format. The titles are INTVL for an interval report, SHIFT for a shift report, DAY for a daily report, WEEK for a weekly report, MONTH for a monthly and PERIOD for a period report. Intervals are displayed in a "hh:mm" format. Shifts are displayed by shift name. Days and weeks are displayed in a "mm/dd/yy" format. Months are displayed in a "aaaa yy" ("aaaa" is a month abbreviation) format. Periods are displayed by "aaaaa yy" ("aaaaa is a period name) format.

— continued —

Table 32-9 (continued)
CDN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
10. Number of calls accepted **CALLS** **ACCPT** ***Num Accepted*** The total number of calls that entered this CDN. Calls Answered + Calls Abandoned + Calls Routed + Calls Forced to Disconnect + Calls Forced Busy + Calls to Default DN + Calls Transferred from IVR
11. Calls Answered **CALLS** **ANSWD** ***Answered*** The total number of calls to this CDN that were answered. Calls Answered
12. Calls Abandoned **CALLS** **ABND** ***Abandoned*** The total number of calls to this CDN that were abandoned. Calls Abandoned

— continued —

Table 32-9 (continued)
CDN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
13. Calls Forced Busy **CALLS** **FORCED** **BUSY** ***Force Busy*** The number of calls to the CDN while in controlled mode that were given busy treatment due to a "Force Busy" request by the CCR application, plus the number of EAR calls which received busy treatment because the call ceiling was reached. Calls Forced Busy
14. Calls Forced to Disconnect **FORCE** **DISC** ***Disconnect*** The number of calls to the CDN while in controlled mode that were given "Force Disconnect" treatment by the CCR application. Calls Forced to Disconnect
15. Calls Routed **ROUTE** **CALLS** ***Calls Routed*** The number of calls to the CDN while in controlled mode that were given the "Route To" treatment by the CCR application, plus the number of calls that received the "Give IVR" treatment by the CCR application and then the IVR application transferred the call. Calls Routed To + Calls Transferred From IVR

— continued —

Table 32-9 (continued)
CDN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
16. Calls given Default DN treatment **DFLT** **DN** ***Dflt DN*** The number of calls that were directed to the CDN's default ACD-DN while CDN was in default mode. Calls to Default DN
17. Give IVR treatment **GIVE** **IVR** ***Give IVR*** The number of controlled mode CDN calls that were given the "Give IVR" treatment by the CCR application and were answered by the IVR queue. Calls Given IVR
18. Number of calls transferred by IVR **IVR** **XFER** ***IVR Xfered*** The total number of controlled calls that were given the "Give IVR" treatment by the CCR application and then the IVR application transferred the call. IVR Transfer

— continued —

Table 32-9 (continued)
CDN statistics fields

Menu # and Entry (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

19. Average answering delay

AVG
ANS
DEL

Avg Ans Del

The average answering delay (also known as the average speed of answer or ASA) experienced by a caller before his or her CDN call was answered.

Total Answer Delay ÷ Calls Answered

20. Average abandoning delay

AVG
ABD
DEL

Avg Abd Del

The average abandoning delay experienced by a caller before abandoning the CDN call.

Total Delay Before Abandoning ÷ Calls Abandoned

21. Average busy delay

AVG
BUSY
DEL

Avg Busy Del

The average delay experienced by a caller before the CDN call was forced busy.

Total Delay Before Busied ÷ Calls Forced Busy

— continued —

Table 32-9 (continued)
CDN statistics fields

Menu # and Entry (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

22. Average disconnect delay

AVG
DISC
DEL

Avg Disc Del

The average delay experienced by a caller before the CDN call was forced disconnect.

Total Delay Before Disconnect ÷ Calls Forced to Disconnect

23. Average delay before route to

AVG
ROUTE
DEL

Avg Route Del

The average delay experienced by a caller before the CDN call received a "Route to" command by the CCR application.

Total Delay Before Routing ÷ Calls Routed

24. Average Delay before IVR treatment

AVG
IVR
DEL

Avg IVR Del

The average delay experienced from the time a call enters a CDN until it is answered by the IVR equipment.

Total IVR Ans Delay ÷ Calls Given IVR

— continued —

Table 32-9 (continued)
CDN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
25. Maximum answering delay **MAX** **ANS** **DEL** ***Max Ans Del*** The maximum delay experienced by a CDN caller before the call was answered. Max Answering Delay
26. Maximum abandoning delay **MAX** **ABD** **DEL** ***Max Abd Del*** The maximum abandoning delay experienced by a CDN caller before abandoning the call. Max Abandoning Delay
27. Total delay before force busy **TOTAL** **BUSY** **DEL** ***Tot Busy Del*** The total delay CDN callers experienced before their calls were given the "Force Busy" treatment by the CCR application. Total Delay Before Busied

— continued —

Table 32-9 (continued)
CDN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
28. Total delay before disconnect **TOTAL** **DISC** **DEL** ***Tot Disc Del*** The total delay CDN callers experienced before their calls were given the "Force Disconnect" treatment by the CCR application. Total Delay Before Disconnect
29. Total delay before route to **TOTAL** **ROUTE** **DEL** ***Tot Route Del*** The total delay CDN callers experienced before their calls were given the "Route to" treatment by the CCR application. Total Delay Before Routing
30. Telephone service level **SRV** **LVL** **%** ***Service Lvl*** The Telephone Service Level – % of calls answered or abandoned within the defined threshold time. Totals across CDNs for this formula are not meaningful if the CDNs have different service thresholds. [((Calls Answered + Calls Abandoned) – (Calls Ans Aft Thres + Calls Abd Aft Thres)) ÷ (Calls Answered + Calls Abandoned)] × 100

— continued —

Table 32-9 (continued)
CDN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
31. Percentage answered in category 1 **ANSW** **%** **CAT1** ***Pcnt Answ 1*** The number of CDN calls that had an answering delay in the first answering delay category as a percentage of the total number of CDN calls answered. Whenever these formulae are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. Ans Category 1 ÷ Calls Answered × 100
32. Percentage answered in category 2 **ANSW** **%** **CAT2** ***Pcnt Answ 2*** The number of CDN calls that had an answering delay in the second answering delay category as a percentage of the total number of CDN calls answered. Whenever these formulae are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. Ans Category 2 ÷ Calls Answered × 100

— continued —

Table 32-9 (continued)
CDN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
33. Percentage answered in category 3 **ANSW** **%** **CAT3** ***Pcnt Answ 3*** The number of CDN calls that had an answering delay in the third answering delay category as a percentage of the total number of CDN calls answered. Whenever these formulae are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. Ans Category 3 ÷ Calls Answered × 100
34. Percentage answered in category 4 **ANSW** **%** **CAT4** ***Pcnt Answ 4*** The number of CDN calls that had an answering delay in the fourth answering delay category as a percentage of the total number of CDN calls answered. Whenever these formulae are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. Ans Category 4 ÷ Calls Answered × 100

— continued —

Table 32-9 (continued)
CDN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
35. Percentage answered in category 5 **ANSW** **%** **CAT5** ***Pcnt Answ 5*** The number of CDN calls that had an answering delay in the fifth answering delay category as a percentage of the total number of CDN calls answered. Whenever these formulae are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. Ans Category 5 ÷ Calls Answered × 100
36. Percentage answered in category 6 **ANSW** **%** **CAT6** ***Pcnt Answ 6*** The number of CDN calls that had an answering delay in the sixth answering delay category as a percentage of the total number of CDN calls answered. Whenever these formulae are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. Ans Category 6 ÷ Calls Answered × 100

— continued —

Table 32-9 (continued)
CDN statistics fields

Menu # and Entry (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

37. Percentage answered in category 7

ANSW
%
CAT7

Pcnt Answ 7

The number of CDN calls that had an answering delay in the seventh answering delay category as a percentage of the total number of CDN calls answered. Whenever these formulae are selected for a customized report format, two additional lines are added to the report heading containing the category's time range.

Ans Category 7 ÷ Calls Answered × 100

38. Percentage answered in category 8

ANSW
%
CAT8

Pcnt Answ 8

The number of CDN calls that had an answering delay in the eighth answering delay category as a percentage of the total number of CDN calls answered. Whenever these formulae are selected for a customized report format, two additional lines are added to the report heading containing the category's time range.

Ans Category 8 ÷ Calls Answered × 100

— continued —

Table 32-9 (continued)
CDN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
39. Percentage answered in category 9 **ANSW** **%** **CAT9** ***Pcnt Answ 9*** The number of CDN calls that had an answering delay in the ninth answering delay category as a percentage of the total number of CDN calls answered. Whenever these formulae are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. Ans Category 9 ÷ Calls Answered × 100
40. Percentage answered in category 10 **ANSW** **%** **CAT10** ***Pcnt Answ 10*** The number of CDN calls that had an answering delay in the tenth answering delay category as a percentage of the total number of CDN calls answered. Whenever these formulae are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. Ans Category 10 ÷ Calls Answered × 100

— continued —

Table 32-9 (continued)
CDN statistics fields

Menu # and Entry (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

41. Percentage abandoned in category 1

ABND
%
CAT1

Pcnt Abnd 1

The number of CDN calls that had an abandoning delay in the first abandoning delay category as a percentage of the total number of CDN calls abandoned.

There are ten predefined abandoning delay categories. See the Delay Before Abandoning Report for the values. Whenever these formulae are selected for a customized report format, two additional lines are added to the report heading containing the category's time range.

Abd Category 1 ÷ Calls Abandoned × 100

42. Percentage abandoned in category 2

ABND
%
CAT2

Pcnt Abnd 2

The number of CDN calls that had an abandoning delay in the second abandoning delay category as a percentage of the total number of CDN calls abandoned.

There are ten predefined abandoning delay categories. See the Delay Before Abandoning Report for the values. Whenever these formulae are selected for a customized report format, two additional lines are added to the report heading containing the category's time range.

Abd Category 2 ÷ Calls Abandoned × 100

— continued —

Table 32-9 (continued)
CDN statistics fields

Menu # and Entry (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

43. Percentage abandoned in category 3

ABND
%
CAT3

Pcnt Abnd 3

The number of CDN calls that had an abandoning delay in the third abandoning delay category as a percentage of the total number of CDN calls abandoned.

There are ten predefined abandoning delay categories. See the Delay Before Abandoning Report for the values. Whenever these formulae are selected for a customized report format, two additional lines are added to the report heading containing the category's time range.

Abd Category 3 ÷ Calls Abandoned × 100

44. Percentage abandoned in category 4

ABND
%
CAT4

Pcnt Abnd 4

The number of CDN calls that had an abandoning delay in the fourth abandoning delay category as a percentage of the total number of CDN calls abandoned.

There are ten predefined abandoning delay categories. See the Delay Before Abandoning Report for the values. Whenever these formulae are selected for a customized report format, two additional lines are added to the report heading containing the category's time range.

Abd Category 4 ÷ Calls Abandoned × 100

— continued —

Table 32-9 (continued)
CDN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
45. Percentage abandoned in category 5 **ABND** **%** **CAT5** ***Pcnt Abnd 5*** The number of CDN calls that had an abandoning delay in the fifth abandoning delay category as a percentage of the total number of CDN calls abandoned. There are ten predefined abandoning delay categories. See the Delay Before Abandoning Report for the values. Whenever these formulae are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. Abd Category 5 ÷ Calls Abandoned × 100
46. Percentage abandoned in category 6 **ABND** **%** **CAT6** ***Pcnt Abnd 6*** The number of CDN calls that had an abandoning delay in the sixth abandoning delay category as a percentage of the total number of CDN calls abandoned. There are ten predefined abandoning delay categories. See the Delay Before Abandoning Report for the values. Whenever these formulae are selected for a customized report format, two additional lines are added to the report heading containing the category's time range. Abd Category 6 ÷ Calls Abandoned × 100

— continued —

Table 32-9 (continued)
CDN statistics fields

Menu # and Entry (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

47. Percentage abandoned in category 7

ABND
%
CAT7

Pcnt Abnd 7

The number of CDN calls that had an abandoning delay in the seventh abandoning delay category as a percentage of the total number of CDN calls abandoned.

There are ten predefined abandoning delay categories. See the Delay Before Abandoning Report for the values. Whenever these formulae are selected for a customized report format, two additional lines are added to the report heading containing the category's time range.

Abd Category 7 ÷ Calls Abandoned × 100

48. Percentage abandoned in category 8

ABND
%
CAT8

Pcnt Abnd 8

The number of CDN calls that had an abandoning delay in the eighth abandoning delay category as a percentage of the total number of CDN calls abandoned.

There are ten predefined abandoning delay categories. See the Delay Before Abandoning Report for the values. Whenever these formulae are selected for a customized report format, two additional lines are added to the report heading containing the category's time range.

Abd Category 8 ÷ Calls Abandoned × 100

— continued —

Table 32-9 (continued)
CDN statistics fields

Menu # and Entry (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

49. Percentage abandoned in category 9

ABND
%
CAT9

Pcnt Abnd 9

The number of CDN calls that had an abandoning delay in the ninth abandoning delay category as a percentage of the total number of CDN calls abandoned.

There are ten predefined abandoning delay categories. See the Delay Before Abandoning Report for the values. Whenever these formulae are selected for a customized report format, two additional lines are added to the report heading containing the category's time range.

Abd Category 9 ÷ Calls Abandoned × 100

50. Percentage abandoned in category 10

ABND
%
CAT10

Pcnt Abnd 10

The number of CDN calls that had an abandoning delay in the tenth abandoning delay category as a percentage of the total number of CDN calls abandoned.

There are ten predefined abandoning delay categories. See the Delay Before Abandoning Report for the values. Whenever these formulae are selected for a customized report format, two additional lines are added to the report heading containing the category's time range.

Abd Category 10 ÷ Calls Abandoned × 100

— continued —

Table 32-9 (continued)
CDN statistics fields

Menu # and Entry (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

51. Number answered in category 1

ANSW
CAT1

Num Answ 1

This represents the number of CDN calls, derived from the corresponding percentage field, that had an answering delay in the first answering delay category. Whenever these formulae are selected for a customized report format an additional two lines are added to the report heading containing the category's time range. Time overflowed calls are not included in this number as well as IVR calls.

Ans Category 1

52. Number answered in category 2

ANSW
CAT2

Num Answ 2

This represents the number of CDN calls, derived from the corresponding percentage field, that had an answering delay in the second answering delay category. Whenever these formulae are selected for a customized report format an additional two lines are added to the report heading containing the category's time range. Time overflowed calls are not included in this number as well as IVR calls.

Ans Category 2

53. Number answered in category 3

ANSW
CAT3

Num Answ 3

This represents the number of CDN calls, derived from the corresponding percentage field, that had an answering delay in the third answering delay category. Whenever these formulae are selected for a customized report format an additional two lines are added to the report heading containing the category's time range. Time overflowed calls are not included in this number as well as IVR calls.

Ans Category 3

— continued —

Table 32-9 (continued)
CDN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
54. Number answered in category 4 **ANSW** **CAT4** ***Num Answ 4*** This represents the number of CDN calls, derived from the corresponding percentage field, that had an answering delay in the fourth answering delay category. Whenever these formulae are selected for a customized report format an additional two lines are added to the report heading containing the category's time range. Time overflowed calls are not included in this number as well as IVR calls. Ans Category 4
55. Number answered in category 5 **ANSW** **CAT5** ***Num Answ 5*** This represents the number of CDN calls, derived from the corresponding percentage field, that had an answering delay in the fifth answering delay category. Whenever these formulae are selected for a customized report format an additional two lines are added to the report heading containing the category's time range. Time overflowed calls are not included in this number as well as IVR calls. Ans Category 5
56. Number answered in category 6 **ANSW** **CAT6** ***Num Answ 6*** This represents the number of CDN calls, derived from the corresponding percentage field, that had an answering delay in the sixth answering delay category. Whenever these formulae are selected for a customized report format an additional two lines are added to the report heading containing the category's time range. Time overflowed calls are not included in this number as well as IVR calls. Ans Category 6
— continued —

Table 32-9 (continued)
CDN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
57. Number answered in category 7 **ANSW** **CAT7** ***Num Answ 7*** This represents the number of CDN calls, derived from the corresponding percentage field, that had an answering delay in the seventh answering delay category. Whenever these formulae are selected for a customized report format an additional two lines are added to the report heading containing the category's time range. Time overflowed calls are not included in this number as well as IVR calls. Ans Category 7
58. Number answered in category 8 **ANSW** **CAT8** ***Num Answ 8*** This represents the number of CDN calls, derived from the corresponding percentage field, that had an answering delay in the eighth answering delay category. Whenever these formulae are selected for a customized report format an additional two lines are added to the report heading containing the category's time range. Time overflowed calls are not included in this number as well as IVR calls. Ans Category 8
59. Number answered in category 9 **ANSW** **CAT9** ***Num Answ 9*** This represents the number of CDN calls, derived from the corresponding percentage field, that had an answering delay in the ninth answering delay category. Whenever these formulae are selected for a customized report format an additional two lines are added to the report heading containing the category's time range. Time overflowed calls are not included in this number as well as IVR calls. Ans Category 9

— continued —

Table 32-9 (continued)
CDN statistics fields

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
60. Number answered in category 10 **ANSW** **CAT10** ***Num Answ 10*** This represents the number of CDN calls, derived from the corresponding percentage field, that had an answering delay in the tenth answering delay category. Whenever these formulae are selected for a customized report format an additional two lines are added to the report heading containing the category's time range. Time overflowed calls are not included in this number as well as IVR calls. Ans Category 10
61. Number abandoned in category 1 **ABND** **CAT1** ***Num Abnd 1*** This represents the number of CDN calls, derived from the corresponding percentage field, that had an abandoning delay in the first abandoning delay category. Whenever these formulae are selected for a customized report format, an additional two lines is added to the report heading containing the category's time range. Abd Category 1
62. Number abandoned in category 2 **ABND** **CAT2** ***Num Abnd 2*** This represents the number of CDN calls, derived from the corresponding percentage field, that had an abandoning delay in the second abandoning delay category. Whenever these formulae are selected for a customized report format, an additional two lines is added to the report heading containing the category's time range. Abd Category 2
— continued —

Table 32-9 (continued)
CDN statistics fields

Menu # and Entry (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

63. Number abandoned in category 3

ABND
CAT3

Num Abnd 3

This represents the number of CDN calls, derived from the corresponding percentage field, that had an abandoning delay in the third abandoning delay category. Whenever these formulae are selected for a customized report format, an additional two lines is added to the report heading containing the category's time range.

Abd Category 3

64. Number abandoned in category 4

ABND
CAT4

Num Abnd 4

This represents the number of CDN calls, derived from the corresponding percentage field, that had an abandoning delay in the fourth abandoning delay category. Whenever these formulae are selected for a customized report format, an additional two lines is added to the report heading containing the category's time range.

Abd Category 4

65. Number abandoned in category 5

ABND
CAT5

Num Abnd 5

This represents the number of CDN calls, derived from the corresponding percentage field, that had an abandoning delay in the fifth abandoning delay category. Whenever these formulae are selected for a customized report format, an additional two lines is added to the report heading containing the category's time range.

Abd Category 5

— continued —

Table 32-9 (continued)
CDN statistics fields

Menu # and Entry (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

66. Number abandoned in category 6

ABND
CAT6

Num Abnd 6

This represents the number of CDN calls, derived from the corresponding percentage field, that had an abandoning delay in the sixth abandoning delay category. Whenever these formulae are selected for a customized report format, an additional two lines is added to the report heading containing the category's time range.

Abd Category 6

67. Number abandoned in category 7

ABND
CAT7

Num Abnd 7

This represents the number of CDN calls, derived from the corresponding percentage field, that had an abandoning delay in the seventh abandoning delay category. Whenever these formulae are selected for a customized report format, an additional two lines is added to the report heading containing the category's time range.

Abd Category 7

— continued —

Table 32-9 (continued)
CDN statistics fields

Menu # and Entry (an * indicates a key field)

Column Heading

Graph Heading

Description

Formula

---

68. Number abandoned in category 8

ABND
CAT8

Num Abnd 8

This represents the number of CDN calls, derived from the corresponding percentage field, that had an abandoning delay in the eighth abandoning delay category. Whenever these formulae are selected for a customized report format, an additional two lines is added to the report heading containing the category's time range.

Abd Category 8

---

69. Number abandoned in category 9

ABND
CAT9

Num Abnd 9

This represents the number of CDN calls, derived from the corresponding percentage field, that had an abandoning delay in the ninth abandoning delay category. Whenever these formulae are selected for a customized report format, an additional two lines is added to the report heading containing the category's time range.

Abd Category 9

---

70. Number abandoned in category 10

ABND
CAT10

Num Abnd 10

This represents the number of CDN calls, derived from the corresponding percentage field, that had an abandoning delay in the tenth abandoning delay category. Whenever these formulae are selected for a customized report format, an additional two lines is added to the report heading containing the category's time range.

Abd Category 10

— end —

CDN Call Answer Breakdown statistics

The statistics collected in this group provide historical information on source CDNs and/or the answering destination ACD-DNs. This statistics group is only available if the CCR/EAR option is enabled.

CDN Call Answer Breakdown data fields

The following list is the data fields available in the CDN Call Answer Breakdown statistics group when using the Formula Definition feature. Also included is a description of how each statistic field is calculated.

Note: The breakdown by IVR queue is not pegged in this statistics group.

Calls Answered
The number of controlled mode calls to the CDN answered at the destination ACD-DN.

Calls Ans Aft Thres
The number of CDN calls answered at the destination ACD-DN after waiting past the maximum delay threshold defined for this CDN in Threshold Definition.

Max Answering Delay
The longest delay experienced by all answered controlled mode calls to the CDN that were answered at the destination ACD-DN.

Tot Answering Delay
The total delay experienced by all answered controlled mode calls to the CDN that were answered at the destination ACD-DN.

CDN Call Answer Breakdown statistics fields

The following table lists the statistics fields available in the CDN Call Answer Breakdown statistics group when using the Tabular and Graphic Format Definition feature. Also included is a description of how each statistic field is calculated.

Table 32-10
CDN Call Answer Breakdown statistics field

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
* Control DN Number **CDN** **NUMBER** ***CDN ID*** The CDN number.
* Control DN Name **CDN** **NAME** ***CDN Name*** The name is assigned to the CDN. If the name is longer than the width field, it is truncated on the right. If there is no name assigned to the CDN, the CDN number is printed instead.
* Destination ACD-DN Number **ACD-DN** **NUMBER** ***Dst ACD-DN ID*** The destination ACD-DN number.
* Destination ACD-DN Name **ACD-DN** **NAME** ***Dst ACD-DN Name*** The name assigned to the destination ACD-DN. If the name is longer than the field width, it is truncated on the right. If there is no name assigned to the ACD-DN, the ACD-DN number is printed instead.

— continued —

Table 32-10 (continued)
CDN Call Answer Breakdown statistics field

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
* Base Time Unit **base** **time** **unit** ***Base Time Unit*** On a report, this column is replaced with an appropriate title and format. The titles are INTVL for an interval report, SHIFT for a shift report, DAY for a daily report, WEEK for a weekly report, MONTH for a monthly report and PERIOD for a period report. Intervals are displayed in a "hh:mm" format. Shifts are displayed by shift name. Days and weeks are displayed in a "mm/dd/yy" format. Months are displayed in a "aaaa yy" ("aaaa" is a month abbreviation) format. Periods are displayed by "aaaaa yy" ("aaaaa is a period name) format.
10. Calls answered **CALLS** **ANSWD** ***Answered*** The total number of calls to the CDN that were answered at the given destination ACD-DN. Calls Answered
11. Average answering delay **AVG** **ANS** **DEL** ***Avg Ans Del*** The average answering delay (also known as the average speed of answer or ASA) experienced by a caller before the CDN call was answered at the given destination ACD-DN. Total Answer Delay ÷ Calls Answered

— continued —

Table 32-10 (continued)
CDN Call Answer Breakdown statistics field

Menu # and Entry (an * indicates a key field) **Column Heading** ***Graph Heading*** Description Formula
12. Maximum answering delay **MAX** **ANS** **DEL** ***Max Ans Del*** The maximum delay experienced by a CDN caller before the call was answered at the given destination ACD-DN. Max Answer Delay
— end —

List of terms

ACD (Automatic Call Distribution)

ACD (Automatic Call Distribution) provides a means of automatically distributing a company or organization's incoming calls among a number of answering positions (ACD Agents). Automatic call distribution is useful in operations where callers want a service rather than a specific person. Calls are serviced in the order they arrive and distributed so that the workload at each answering position is approximately equal.

ACD configuration

The ACD configuration includes the assignments in the Meridian MAX system of agents to queues, of queues to a supervisor, of trunks to routes, and of routes to queues. It also includes the parameters that control recorded announcements, call overflow and interflow, and night service.

ACD-DN

An Automatic Call Distribution - Directory Number (ACD-DN) is the queue where incoming calls wait until they are answered. Calls are answered in the order in which they entered the queue.

Agent

An agent is a person who answers ACD calls. An agent should be able to provide all the information needed for an ACD call.

Application layer

This is a layer within a network communication model. Application programs generate messages to be sent to other applications within the network.

Application Module (AM)

The Application Module (AM) is the card cage that resides within the Application Equipment Module (AEM). The AM support VME-based application products, such as Meridian MAX. Two AMs can fit into each AEM. Each AM has its own power supply.

CDN

A Control Directory Number (CDN) is a special Directory Number configured in a Meridian 1 system to which no agents are assigned.

Configuration Control

The Configuration Control feature enables a system administrator to make changes to the configuration of the ACD system so that it works most efficiently.

Configuration Control Link

See Load Management Link.

Custom Calculator

Custom Calculator, also referred to as Formula Definition, is an option that allows new formulas to be defined for use in custom reporting. These formulas can be used in Graphic and Tabular Report Definitions.

Data link layer

This is a layer within a network communication model. It takes application layer messages and sends them over the network.

DID

Direct Inward Dialed.

DN key

The DN (directory number) key is the agent's link to the Meridian 1. The agent can make and answer non-ACD calls using the DN key.

DNIS number

In situations where customers can dial one of several telephone numbers, the DNIS (dialed number information service) allows the Meridian MAX system to keep track of the last three or four digits of the telephone number dialed. In this way, one ACD queue can receive calls from several different phone numbers, and agents know which number was dialed and answer each call appropriately.

Formula Definition

See Custom Calculator.

HDC

Historical Data Collection task. This is a task within MAX that collects data from the Meridian 1 and writes the data to the Historical Database.

HSL

High Speed Link. The 9600 baud link that connects the Meridian 1 with the MAX. The Meridian 1 sends call traffic messages to the MAX via this link.

IPE

Intelligent Peripheral Equipment. Low-end MAX system on the IPE module.

Interflow

When an ACD-DN cannot handle all the calls coming in, a supervisor can manually activate the interflow feature. This feature allows calls to be rerouted to a predefined destination within the ACD system or to an external number.

Load Management Link

The link through which the Meridian 1 and the Meridian MAX communicate. This link allows the supervisor to send Load Management commands to the switch.

Management reports

Management reports show detailed information on various aspects of an ACD operation. These reports offer valuable information on how well the system configuration is working.

Meridian 1

Meridian 1 is the private branch exchange (PBX) that handles the calls to and from the organization's ACD system. It routes calls to the various queues and provides the framework for all the ACD features available through Meridian MAX.

Meridian Terminal Emulator (MTE)

The MTE software is a terminal emulator package designed to run on IBM, or 100% compatible AT or higher, PCs. MTE contains all the functionality of Reflection 4+. It also provides additional features such as local printing to a PC-based supervisor workstation, LAN connectivity for supervisor workstations, and color customization of supervisor workstation screen elements.

NAC

Network Administration Center (NAC) is a computerized system that allows organizations with multiple MAX sites, called nodes, to monitor and supervise all sites from one central location.

NACD

Network Automatic Call Distribution (NACD) is an option that allows calls to be overflowed to an ACD-DN in another node in the ACD network.

Overflow

Meridian MAX allows several different overflow thresholds to be defined. When an overflow threshold on a particular ACD-DN is reached calls are routed automatically to an overflow queue where they can then be answered by the next ACD-DN that is defined to receive these overflowed calls and is in a position to accept them.

SEE

Low-end MAX system on the Application Module.

SDA

Supervisor Display Access (SDA) is a Meridian MAX - IPE specific feature that allows another supervisor display via the System Console Port or Remote Diagnostics Modem Port.

SNN

High-end MAX system on the Application Module.

Statistics group

All the data from the PBX switch is collected into logical groups.

Supervisor

The supervisor is often a person working on a queue with the agents. In addition to the functions described in this user guide, the supervisor can monitor agent calls, handle any difficult or complicated calls, and also function as an agent.

System administrator

The system administrator is responsible for overseeing the functions of the Meridian MAX system, including its staff and facilities. In addition to the functions available to supervisors, the system administrator is usually responsible for the definition of management reports and the printing schedule for these reports. Based on the information these reports provide, the system administrator can reconfigure the system to best use the system's equipment and personnel.

Thresholds

Meridian MAX allows the definition of several different thresholds that pertain to different objectives of your organization. For instance, thresholds can be defined for the maximum length of time a customer's call should wait in queue, how long an agent should spend on each call, and how many calls should be waiting in a queue before other queues should start accepting the overflow.

Trunk routes

Trunks are the physical links, or circuits, that enable telephone communication. A trunk route carries calls from outside the ACD system to an agent or ACD queue.

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Meridian MAX

Supervisor's Reference Guide

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